



A TECHNICAL REPORT  
STUDENT INDUSTRIAL WORKING EXPERIENCE SCHEME  
(SIWES)

**Held at**  
**JOHN MAJOR INNOVATION TECHNOLOGY**

**Prepared by:**  
**ABDULRASAQ AJIMOH ODUNAYO**  
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## **DEDICATION**

I dedicate this technical report to the Almighty Allah, the giver of knowledge, wisdom and who is rich in mercy.

## **ACKNOWLEDGEMENT**

I take this opportunity to express my profound gratitude and deep regards to the creator of heaven and earth, the one who knows the beginning and the end, the alpha and the omega, the Almighty God and also to my guides (MR & MRS ABDULRASAQ, and to all those who has helped me during my SIWES programme. The blessings, help and guidance given by them, time to time has carry me so this far and shall carry on the journey of life on which I am about to embark. I also take this opportunity to express a deep sense of gratitude to compliment my mentor for his cordial support valuable information and guidance which helped me in completing my SIWES through various stages. Lastly my deep regard to the best and most inspiring brother and sister.

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## **CHAPTER ONE**

### **1.1 BACKGROUND OF SIWES**

The Student Industrial Work Experience Scheme (SIWES) is a program designed to provide students with practical exposure to their chosen fields of study. It bridges the gap between theoretical knowledge acquired in academic institutions and the practical skills required in the workplace. This report documents my experience during the SIWES program at a phones, gadgets, and accessories store, focusing on procurement and supply management.

Students Industrial Work Experience Scheme (SIWES) is a Skills Training Program designed to prepare and expose Students of Universities, Polytechnics, Colleges of Technology, Colleges of Agriculture and Colleges of Education for the Industrial Work situation they are likely to meet after graduation. The Scheme affords Students the opportunity of familiarizing and exposing themselves handling equipment and machinery that are usually not available in their institutions.

The Student Industrial Work Experience Scheme (SIWES) is a skill development program designed to prepare students of universities, polytechnics, and colleges of education for the industrial work situation they are likely to encounter after graduation. Established by the Industrial Training Fund (ITF) in 1973, SIWES bridges the gap between theory and practice by providing students with the opportunity to gain hands-on experience in their chosen fields. The program is mandatory for students in engineering, technology, science, and other related disciplines, as it equips them with practical skills and exposure to real-world work environments.

## **1.2 HISTORY OF SIWES**

SIWES was established in 1973 by the Industrial Training Fund (ITF) in collaboration with the Nigerian government and various industries. The program was created to address the lack of practical skills among graduates and to ensure that students are adequately prepared for the demands of the labor market. Over the years, SIWES has become a mandatory part of the curriculum for students in professional disciplines.

The Students' Industrial Work Experience Scheme (SIWES) was initiated in 1973 by the Federal Government of Nigeria under the Industrial Training Fund (ITF) to bridge the gap between theory and practice among products of our tertiary Institutions. It was designed to provide practical training that will expose and prepare students of Universities, Polytechnics, and Colleges of Education for work situation they are likely to meet after graduation.

Before the establishment of the scheme, there was a growing concern among the industrialists that graduates of institutions of higher learning lacked adequate practical background studies preparatory for employment in industries. Thus the employers were of the opinion that the theoretical education going on in higher institutions was not responsive to the needs of the employers of labour.

## **1.3 OBJECTIVES OF SIWES**

The objectives of SIWES include:

- To expose students to real-world work environments.
- To equip students with practical skills relevant to their fields of study.
- To foster a smooth transition from academic life to professional careers.
- To enhance students' understanding of workplace ethics and responsibilities.

#### **1.4 OBJECTIVES OF THE ESTABLISHMENT**

The phones, gadgets, and accessories store where I undertook my SIWES program is a reputable retail outlet specializing in the sale of mobile phones, electronic gadgets, and related accessories. The objectives of the establishment include:

- Providing high-quality products and services to customers.
- Ensuring efficient procurement and management of inventory.
- Maintaining a customer-centric approach to business operations.
- Contributing to the growth of the retail and technology industry in Nigeria.

## **CHAPTER TWO**

### **2.1 BENEFITS DERIVED FROM THE SIWES PROGRAMME**

During my SIWES attachment, I gained invaluable insights into procurement and supply management in a retail environment. Key benefits include:

- Practical knowledge of inventory management and procurement processes.
- Exposure to the challenges of managing supply chains in a fast-paced industry.
- Improved communication and teamwork skills through collaboration with colleagues.
- Understanding the importance of vendor relationships and negotiation in procurement.
- Enhanced problem-solving skills by addressing real-world supply chain issues.

### **2.2 PRECAUTIONARY MEASURES IN THE STORE**

To ensure smooth operations, the store implemented the following precautions:

- Regular maintenance of equipment to prevent breakdowns and ensure customer satisfaction.
- Implementation of strict inventory control measures to avoid stockouts or overstocking.
- Ensuring compliance with safety regulations to protect both employees and customers.
- Use of surveillance systems to prevent theft and ensure security within the store.
- Adherence to health and safety protocols, especially in high-traffic areas.



## 2.3 INTRODUCTION TO STORE OPERATIONS AND KEY TOOLS

The store is equipped with state-of-the-art tools and systems to enhance customer experience and streamline operations. Some of the key tools include:

- **Point of Sale (POS) Systems:** Used for processing transactions and managing sales data.



- **Inventory Management Software:** Tracks stock levels, orders, and deliveries in real-time.

A screenshot of an Inventory Management Software interface. The interface includes a top navigation bar with various icons and a user profile. Below the navigation bar, there is a section titled 'Items (13)' with a '+ Create' button and options to download PDF, CSV, or import from CSV. The main part of the interface is a table listing items with columns for part description, part number, group number, group name, in stock, available, booked, reorder point, and cost. The table contains four rows of data for 'Table top', 'Table leg', 'Varnish', and 'Wooden table'.

	Part description	Part No. ↑	Group number	Group name	In stock	Available	Booked	Reorder point	Cost		+	
					min - max	min - max	min - max	min - max	min - max	Search	Clear	
1	Table top	A00001	AG00001	Parts	200	-135	335	10	€ 5,00			
2	Table leg	A00002	AG00001	Parts	1100	-140	1240	40	€ 2,00			
3	Varnish	A00003	AG00001	Parts	150	-7,5	157,5		€ 3,00			
4	Wooden table	A00004	AG00002	Products	50	20	30	5	€ 29,50			

- Security Systems: Includes CCTV cameras and alarm systems to ensure safety.



vector



- **Display Units:** Strategically placed to showcase phones, gadgets, and accessories.



- **Customer Relationship Management (CRM) Software:** Used to manage customer interactions and feedback.



## **CHAPTER THREE**

### **3.1 OVERVIEW OF PROCUREMENT PROCESSES**

Procurement in the store involves sourcing high-quality phones, gadgets, and accessories from reliable suppliers. The process includes:

- Identifying suppliers and negotiating contracts.
- Placing orders and ensuring timely delivery.
- Inspecting goods for quality and compliance with specifications.
- Managing vendor relationships to ensure long-term partnerships.

### **3.2 SUPPLY CHAIN MANAGEMENT IN THE STORE**

The supply chain management process ensures that products are delivered to customers efficiently. Key activities include:

- Inventory management to maintain optimal stock levels.
- Logistics and distribution to ensure timely delivery of goods.
- Monitoring and analyzing supply chain performance to identify areas for improvement.

### **3.3 CHALLENGES IN PROCUREMENT AND SUPPLY MANAGEMENT**

Some of the challenges observed during my SIWES program include:

- Delays in delivery from suppliers.
- Fluctuations in product prices due to market conditions.
- Difficulty in maintaining consistent quality across suppliers.
- High competition in the retail and technology industry.

### **3.4 SOLUTIONS AND RECOMMENDATIONS**

To address these challenges, the following solutions are recommended:

- Establishing long-term partnerships with reliable suppliers.
- Implementing advanced inventory management systems to track stock levels in real-time.
- Diversifying the supplier base to reduce dependency on a single source.
- Conducting regular training for staff on procurement and supply chain best practices.

## **CHAPTER FOUR**

### **4.1 KEY LESSONS LEARNED**

- The importance of effective communication in procurement and supply chain management.
- The role of technology in streamlining inventory and supply chain processes.
- The need for adaptability in addressing supply chain challenges.
- The value of teamwork and collaboration in achieving organizational goals.

### **4.2 PERSONAL REFLECTIONS**

My SIWES experience has been both challenging and rewarding. I learned the importance of attention to detail in procurement and the critical role of supply chain management in ensuring customer satisfaction. This experience has deepened my understanding of the retail industry and prepared me for future career challenges.

## **CHAPTER FIVE**

### **5.1 SUMMARY OF EXPERIENCE**

My SIWES attachment at the phones, gadgets, and accessories store provided me with a comprehensive understanding of procurement and supply management in a retail environment. I gained practical skills in inventory management, vendor negotiation, and supply chain optimization, which will be invaluable in my future career.

### **5.2 CONCLUSION**

The SIWES program has been a transformative experience, equipping me with the knowledge and skills required to excel in the field of procurement and supply management. The exposure to real-world challenges and solutions has prepared me for the demands of the professional world.

I was able to apply the theoretical knowledge gained in the classroom to real-world scenarios. The program enhanced my understanding of procurement processes, inventory management, supplier relationship management, logistics, and compliance. It also equipped me with essential skills such as problem-solving, communication, and teamwork, which are critical for success in the procurement and supply chain industry.

Overall, the SIWES program was a transformative experience that prepared me for the challenges of the professional world. I am confident that the skills and knowledge I acquired during this program will significantly contribute to my career growth and development.

### **5.3 RECOMMENDATIONS**

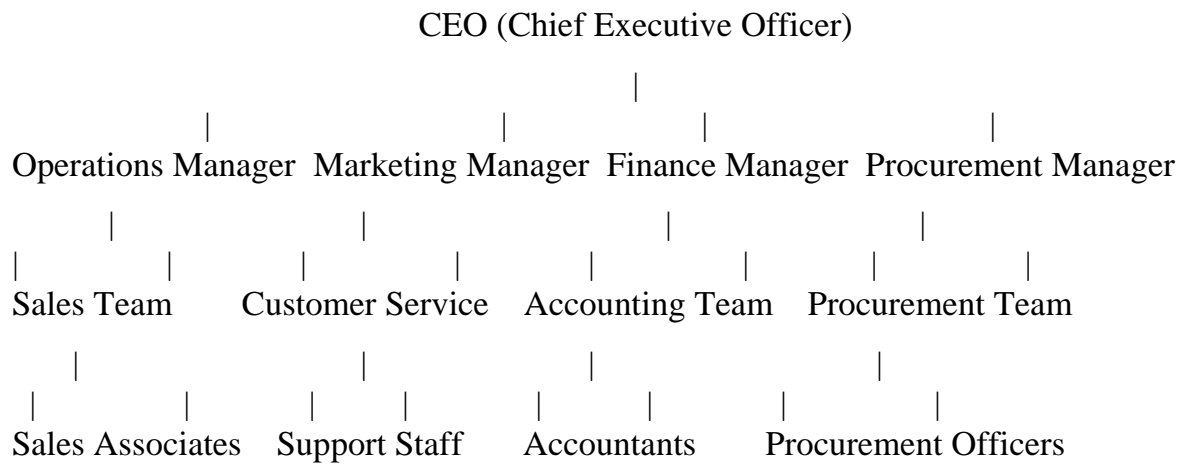
To enhance the effectiveness of the SIWES program, the following recommendations are proposed:

- Increase the duration of the program to allow for deeper immersion in the work environment.
- Provide students with more opportunities to participate in decision-making processes.
- Encourage organizations to assign mentors to guide students throughout the program.
- Incorporate regular feedback sessions to assess students' progress and address challenges.



## APPENDICES

### Appendix A: Organizational Chart of the Store



#### Explanation of the Organizational Chart

CEO (Chief Executive Officer): Oversees the entire organization and makes strategic decisions.

Operations Manager: Manages daily operations, including sales and customer service.

Marketing Manager: Handles branding, advertising, and customer engagement.

Finance Manager: Manages budgets, financial reporting, and accounting.

Procurement Manager: Oversees the procurement process, including sourcing and vendor management.

Procurement Team: Includes procurement officers responsible for purchasing goods and managing supplier relationships.

## Appendix B: Supply Chain Diagram



### Explanation of the Supply Chain Diagram

**Suppliers:** Provide raw materials or finished products to manufacturers, distributors, wholesalers, or importers.

**Procurement Department:** Sources products from suppliers and manages the procurement process.

**Inventory Management:** Tracks stock levels and ensures optimal inventory.

**Quality Control:** Inspects products for quality and compliance with specifications.

**Vendor Management:** Maintains relationships with suppliers and negotiates contracts.

**Warehouse:** Stores products before they are moved to store shelves.

**Store Shelves:** Displays products for customers to purchase.

**Customers:** End-users who purchase phones, gadgets, and accessories.

**Appendix C: Sample Inventory Report**

Product	Quantity in Stock	Reorder Level	Supplier	Last Order Date
Smartphone A	50	20	Supplier X	2024-08-15
Smartphone B	30	15	Supplier Y	2024-08-10
Wireless Earbuds	100	50	Supplier Z	2024-08-05
Power Banks	80	40	Supplier W	2024-08-12
Phone Cases	200	100	Supplier V	2024-08-08

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