A TECHNICAL REPORT
STUDENT INDUSTRIAL WORKING EXPERIENCE SCHEME
(SIWES)

**Held at**

## OWOTIME NETWORKS

**Prepared by:**


# HASSAN WASILAT AYOMIDE

# ND/23/PSM/FT/0076


**SUBMITTED TO**

DEPARTMENT OF PROCUREMENT AND SUPPLY CHAIN MANAGEMENT
INSTITUTE OF FINANCE AND MANAGEMENT STUDIES
KWARA STATE POLYTECHNIC, ILORIN

IN PARTIAL FULFILLMENT OF THE AWARD OF THE REQUIREMENT OF THE AWARD OF NATIONAL DIPLOMA IN PROCUREMENT AND SUPPLY CHAIN MANAGEMENT

**Aug., – Dec., 2024**

## DEDICATION

I dedicate this technical report to the Almighty Allah, the giver of knowledge, the beneficent and the merciful for his protection and provision throughout this SIWES programme.

**ACKNOWLEDGEMENT**

I'm using 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 Almighty Allah and also to my guardian (MR & MRS. HASSAN), 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 'm using this opportunity to express a deep sense of gratitude to compliment my mentors for their 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 siblings.

A big thanks goes to my friends, May Almighty Allah bless, protect and guide you through all your life's entire journey. And also my regard to the school board of trustees and the staff a very big thank you to all.

# TABLE OF CONTENT

# CHAPTER ONE

## 1.1 INTRODUCTION TO STUDENT INDUSTRIAL WORK EXPERIENCE SCHEME

The student's industrial work experience scheme (SIWES) is a skill training programme designed to expose and prepare students of Universities, Polytechnics, Colleges of Technology\Colleges of Agriculture and Colleges of Education for industrial work situations they are likely to meet after graduation. The scheme also affords students the opportunity of familiarizing and exposing themselves to the needed experience in handling equipment and machinery that are usually not available in the institutions. It is a cooperative industrial internship program that involves institutions of higher learning, industries, the Federal Government of Nigeria, Industrial Training Fund (ITF), and Nigerian Universities Commission (NUC).

The student's industrial work experience scheme (SIWES) was initiated in 1973 by the industrial training fund (ITF). This is in response to the mandate given to the ITF, through decree 47 of 1971, charging it with the responsibility of promoting and encouraging the acquisition of skills in industry and commerce with the view to generating a pool of trained indigenous manpower sufficient to meet the needs of the economy.
SIWES has come to be recognized as the major avenue of bridging the gap between the theory acquired by student of tertiary institutions and to the various professions and disciplines essential to the technological and economic development of Nigeria. The scheme has, over the years contributed immensely to the personal development and motivation of students to be able to understand the important connection between the taught and learnt content of their academic programs and what knowledge and skills will be expected of them in professional practice after graduation.

More so, SIWES is a program designed by ITF to prepare students for the challenges they will face in their respective fields when they become part of the nation's workforce. Furthermore, ITF through SIWES, aims at ensuring that Universities and Polytechnics do

not produce “half-baked graduates” that will not be useful industrially because of their inability to relate the theoretical knowledge acquired to the necessary industrial practice.

Over the years, SIWES has contributed immensely to building the common pool of technical and allied skills available to the Nigerian Economy which is needed for the nation’s industrial development. These contributions and achievements have been possible because of regular innovations and improvements in the modalities employed for the management of the scheme. In view of acquired industrial skill, the Federal University of Agriculture, Abeokuta (FUNAAB) has made it compulsory for all students to undergo the Students Industrial Work Experience Scheme (SIWES). Therefore, Universities and Polytechnics now produce graduates with a great wealth of experience.

## 1.2 HISTORY OF SIWES

The SIWES program was introduced in Nigeria in 1973 by the Industrial Training Fund (ITF) to address the growing concern about the lack of practical skills among graduates. The scheme was created in collaboration with the Nigerian Universities Commission (NUC), the National Board for Technical Education (NBTE), and the National Commission for Colleges of Education (NCCE). Over the years, SIWES has evolved to become a critical component of tertiary education in Nigeria, ensuring that students are well-prepared for the demands of the labor market.

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.

As a result of the increasing number of students' enrolment in higher institutions of learning, the administration of this function of funding the scheme became enormous, hence ITF withdrew from the scheme in 1978 and was taken over by the Federal Government and handed to National Universities commission (NUC), National Board for Technical Education (NBTE) and National Commission for Colleges of Education (NCCE). In 1984, the Federal Government reverted back to ITF which took over the scheme officially in 1985 with funding provided by the Federal Government

## 1.2 OBJECTIVES OF STUDENTS INDUSTRIAL WORK EXPERIENCE SCHEME

- To provide an avenue for students in the training to acquire industrial skills and experience in their course of study..
- To expose students to the practical aspect of their discipline, thereby enhance creativity and skills in them.
- To teach students the techniques and methods of working with facilities and equipments that may not be available within the walls of an educational institution.
- To make students learn how to manage work environment and increase their interactive skills will colleagues, subordinates, superiors and clients.
- To provide students with an opportunity to apply their knowledge in real work situation, thereby bridging the gap between theory and practice.

## 1.4. OBJECTIVES OF ESTABLISHMENT

The establishment of SIWES was driven by the need to:

- Address the gap between academic training and industry requirements.
- Produce graduates who are not only theoretically sound but also practically competent.
- Promote collaboration between educational institutions and industries.
- Enhance the quality of education by integrating practical training into the curriculum.
- Contribute to national development by producing a skilled workforce capable of driving innovation and economic growth.
- To maintain good relationship with patients, relations and the community through health education.
- To carry out diagnosis and intervention.
- To provide training for students.
- To maintain sufficient hospital supply of equipment and promote their utilization and maintenance.

# CHAPTER TWO

## 2.1. BENEFIT DERIVED FROM SIWES PROGRAMME

The experience, knowledge, skills and exposure acquired during the period of attachment in the industrial exercise cannot be over emphasized. I was exposed to certain areas in my course of study, such as:

1. **Skill Development**: Students acquire practical skills and competencies that are essential for their professional growth.

2. **Industry Exposure**: The program provides students with firsthand experience of industrial operations, processes, and technologies.

3. **Networking Opportunities**: Students interact with professionals in their field, building valuable connections for future career prospects.

4. **Enhanced Employability**: Employers prefer candidates with practical experience, making SIWES participants more competitive in the job market.

5. **Improved Academic Performance**: The application of theoretical knowledge in real-world scenarios enhances students' understanding of their coursework.

6. **Contribution to National Development**: By producing a skilled workforce, SIWES contributes to the economic and technological advancement of the nation.

## 2.1. PRECAUTION TAKEN IN THE STORE

In a store or warehouse environment, especially one dealing with electronics and networking equipment like decoders, accessories, and satellite TV components, certain precautions are essential to ensure safety, efficiency, and the integrity of the products. Below are some of the **precautions taken in the store** at Owolime Networks or similar organizations:

### 1. SECURITY MEASURES

**Controlled Access:** Only authorized personnel are allowed into the store to prevent theft or unauthorized handling of products.

**Surveillance Systems:** CCTV cameras are installed to monitor activities within the store.

**Inventory Tracking:** All items are tagged and recorded in an inventory management system to track their movement in and out of the store.

### 2. FIRE SAFETY

**Fire Extinguishers:** Fire extinguishers are placed at strategic locations in the store.

**No Smoking Policy:** Smoking is strictly prohibited in the store to prevent fire hazards.

**Flammable Materials:** Flammable items are stored separately in a designated area to minimize fire risks.

### 3. PROPER STORAGE OF PRODUCTS

**Temperature Control:** Electronic equipment is stored in a cool, dry place to prevent damage from humidity or heat.

**Shelving and Racking:** Products are stored on sturdy shelves and racks to prevent them from falling or getting damaged.

**Fragile Items:** Fragile items like decoders and accessories are handled with care and stored in protective packaging.

## 4. INVENTORY MANAGEMENT

**Regular Stocktaking:** Periodic inventory checks are conducted to ensure accurate stock levels and identify discrepancies.

**First-In, First-Out (FIFO):** Older stock is used or sold first to prevent obsolescence or expiration.

**Labeling:** All items are clearly labeled with their names, batch numbers, and expiration dates (if applicable).

## 5. SAFETY PRECAUTIONS FOR STAFF

**Personal Protective Equipment (PPE):** Staff are provided with gloves, safety boots, and other PPE when handling heavy or sharp objects.

**Training:** Employees are trained on proper lifting techniques to avoid injuries when moving heavy items.

**Emergency Exits:** Clear signage for emergency exits is provided, and exits are kept unobstructed at all times.

## 6. HANDLING OF ELECTRONIC EQUIPMENT

**Anti-Static Measures:** Anti-static mats and wrist straps are used when handling sensitive electronic components to prevent damage from static electricity.

**Proper Packaging:** Items are stored in their original packaging or protective cases to avoid scratches or breakage.

**Moisture Control:** Silica gel packs are used in storage areas to absorb moisture and protect electronic equipment.

## 7. CLEANLINESS AND ORGANIZATION

**Regular Cleaning:** The store is cleaned regularly to prevent dust accumulation, which can damage electronic equipment.

**Organized Layout:** Products are arranged in an organized manner to ensure easy access and prevent accidents.

## 8. DOCUMENTATION AND RECORD-KEEPING

**Accurate Records:** All incoming and outgoing stock is documented to maintain transparency and accountability.

**Digital Systems:** Inventory management software is used to track stock levels, reorder points, and product movement.

## 9. POWER SUPPLY PRECAUTIONS

**Surge Protectors:** Electronic equipment is connected to surge protectors to prevent damage from power surges.

**Uninterrupted Power Supply (UPS):** Critical systems are connected to UPS devices to ensure continuous operation during power outages.

## 10. PEST CONTROL

**Regular Inspections:** The store is inspected regularly for pests that could damage products.

**Pest Control Measures:** Appropriate measures, such as traps or repellents, are used to keep pests away.

By adhering to these precautions, Owolime Networks ensures the safety of its employees, the security of its products, and the efficiency of its operations. These measures also help maintain the quality of the products and reduce losses due to damage, theft, or mismanagement.

## 2.3 INTRODUCTION TO APPARATUS AND EQUIPMENT

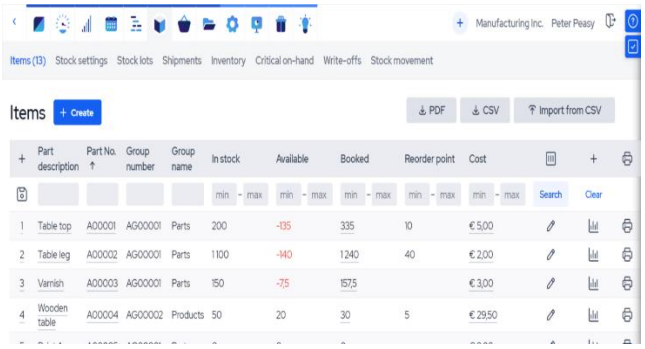
In a store or warehouse environment, especially one dealing with electronics, networking equipment, and satellite TV components like DStv, GOtv, and Startimes decoders, various **apparatus and equipment** are used to ensure efficient operations, safety, and proper handling of products. Below is a list of common apparatus used in the store at Owolime Networks or similar organizations:

### 1. INVENTORY MANAGEMENT APPARATUS

**Barcode Scanners:** Used to scan barcodes on products for quick and accurate inventory tracking.

**Inventory Management Software:** Digital systems like ERP (Enterprise Resource Planning) or WMS (Warehouse Management Systems) to track stock levels, reorder points, and product movement.

**Label Printers:** For printing barcodes, product labels, and shelf tags.




### 2. STORAGE EQUIPMENT

**Shelving Units:** Sturdy metal or wooden shelves for storing decoders, accessories, and other products.

**Racking Systems:** Heavy-duty racks for bulk storage of larger items.

**Pallet Jacks:** For moving pallets of goods within the store.

**Storage Bins and Containers:** For organizing small items like cables, remotes, and connectors.

**4. SAFETY EQUIPMENT**

**Fire Extinguishers:** Placed strategically to address fire emergencies.

**First Aid Kits:** For treating minor injuries or accidents in the store.

**Personal Protective Equipment (PPE):** Includes gloves, safety boots, helmets, and anti-static wrist straps for handling electronic equipment.

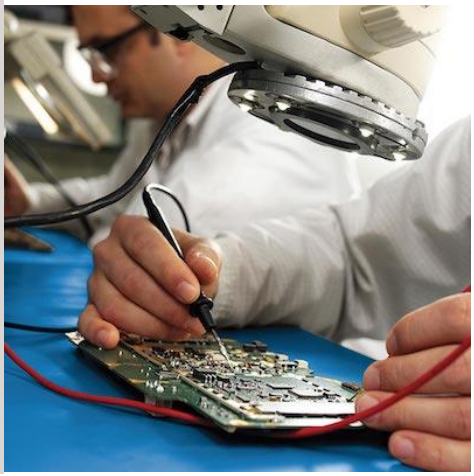

## 5. ELECTRONIC HANDLING TOOLS

**Anti-Static Mats:** To prevent static electricity from damaging sensitive electronic components.

**ESD (Electrostatic Discharge) Wrist Straps:** Worn by staff to ground themselves when handling electronic devices.

**Multimeters:** For testing electronic equipment like decoders and cables.

**Screwdrivers and Toolkits:** For assembling, disassembling, or repairing equipment.



## 6. PACKAGING EQUIPMENT

**Bubble Wrap Machines:** For wrapping fragile items to prevent damage during storage or transportation.

**Tape Dispensers:** For sealing boxes and packages.

**Stretch Wrap Machines:** For securing pallets of goods.


## 7. CLEANING EQUIPMENT

**Vacuum Cleaners:** For cleaning dust and debris from shelves and floors.

**Dusting Tools:** Microfiber cloths and dusters for cleaning electronic equipment.

**Moisture Absorbers:** Silica gel packs to control humidity and protect electronic devices.

## 8. SECURITY APPARATUS

**CCTV Cameras:** For monitoring activities in the store and preventing theft.

**Access Control Systems:** Keycards or biometric systems to restrict access to authorized personnel.

**Alarm Systems:** To alert staff in case of unauthorized entry or emergencies.

## 9. POWER MANAGEMENT TOOLS

**Surge Protectors:** To protect electronic equipment from power surges.

**Uninterrupted Power Supply (UPS):** To ensure continuous operation of critical systems during power outages.

**Power Strips and Extension Cords:** For connecting multiple devices.

## 10. MEASURING AND WEIGHING EQUIPMENT

**Weighing Scales:** For measuring the weight of products during shipping or inventory checks.

**Measuring Tapes:** For determining the dimensions of products or storage spaces.

## 14. DOCUMENTATION TOOLS

**Computers and Printers:** For managing inventory records, printing labels, and generating reports.

**Clipboards and Logbooks:** For manual record-keeping and tracking.

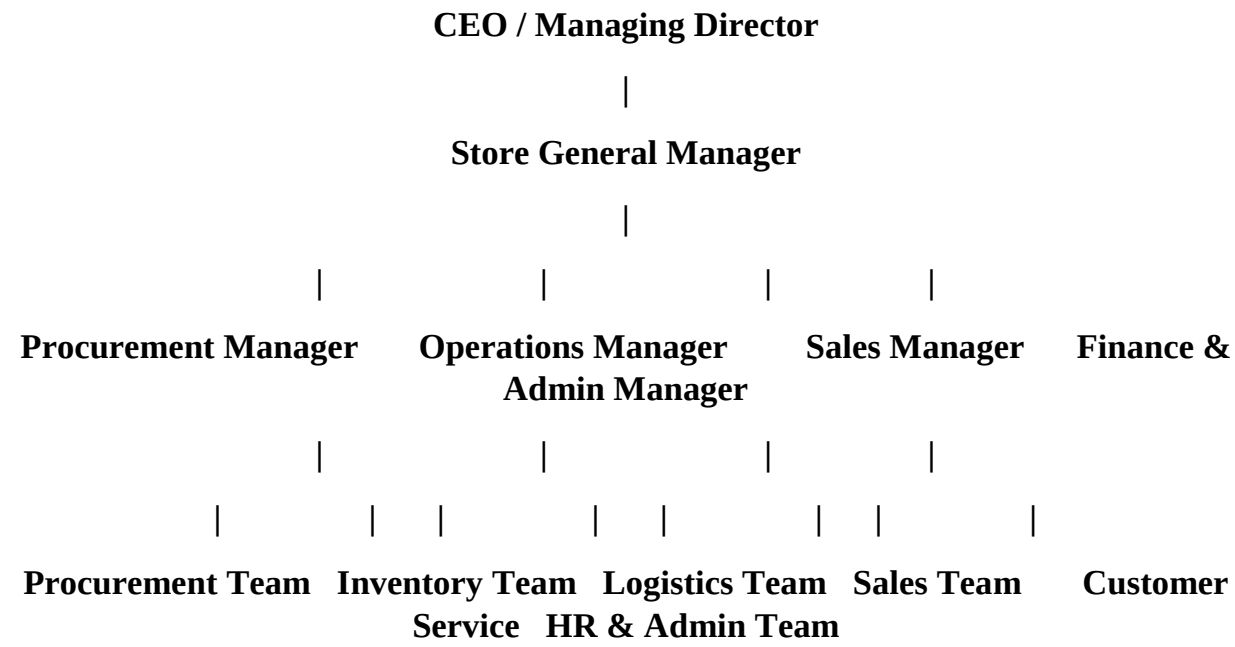
## 15. CUSTOMER SERVICE TOOLS

**Point of Sale (POS) Systems:** For processing sales transactions.

**Display Stands:** For showcasing products like decoders, remotes, and accessories.


By using these apparatus and equipment, Owolime Networks ensures efficient store operations, proper handling of products, and a safe working environment for its staff. These tools also help maintain the quality and integrity of the products, ensuring customer satisfaction.

## 2.4 ORGANIZATIONAL CHART OF THE STORE




**ROLES AND RESPONSIBILITIES**

1. CEO / Managing Director

Oversees the entire organization.

Sets strategic goals and objectives.

Ensures the company's growth and profitability.

2. Store General Manager

Manages day-to-day operations of the store.

Reports to the CEO.

Coordinates activities between departments.

3. Procurement Manager

Responsible for sourcing and purchasing products (e.g., decoders, accessories, networking equipment).

Negotiates with suppliers and vendors.

Ensures timely delivery of goods.

4. Operations Manager

Oversees inventory management, logistics, and store operations.

Ensures efficient storage and distribution of products.

Manages the logistics team for timely delivery to customers.

5. Sales Manager

Leads the sales team to achieve revenue targets.

Develops sales strategies and promotions.

Manages customer relationships and ensures customer satisfaction.

6. Finance & Admin Manager

Handles financial planning, budgeting, and reporting.

Manages payroll, expenses, and store finances.

Oversees HR and administrative functions.

---

DEPARTMENTS AND TEAMS

**1. Procurement Team**

Sources products from suppliers.

Conducts market research to identify new products.

Maintains relationships with vendors.

**2. Inventory Team**

Manages stock levels and ensures accurate inventory records.

Conducts regular stocktaking and audits.

Ensures proper storage of products.

**3. Logistics Team**

Handles the distribution of products to customers and retailers.

Manages transportation and delivery schedules.

Ensures safe and timely delivery of goods.

**4. Sales Team**

Interacts with customers to sell products and services.

Provides product information and technical support.

Achieves sales targets and promotes new products.

**5. Customer Service Team**

Handles customer inquiries, complaints, and feedback.

Provides after-sales support and troubleshooting.

Ensures high levels of customer satisfaction.

**6. HR & Admin Team**

Recruits and trains staff.

Manages employee records and payroll.

Handles administrative tasks and office management.

## KEY FEATURES OF THE ORGANIZATIONAL STRUCTURE

**Hierarchical Structure:** Clear lines of authority and reporting.

**Departmentalization:** Specialized teams for procurement, operations, sales, and finance.

**Collaboration:** Departments work together to achieve organizational goals.

**Customer-Centric:** Focus on customer satisfaction through sales and customer service teams.

# 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

## CONCLUSION

The SIWES program provided me with a unique opportunity to gain practical experience in procurement and supply chain management. Through my attachment at Esteem-G mall, 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.

## RECOMMENDATION

Based on my experience during the SIWES program, I recommend the following:

- Increased Collaboration Between Institutions and Industries: Educational institutions should strengthen their partnerships with industries to ensure that students are exposed to the latest trends and technologies in their fields.
- Extended Duration of SIWES: Extending the duration of the program would allow students to gain deeper insights and more hands-on experience in their chosen fields.
- Regular Monitoring and Evaluation: Supervisors from both the institution and the industry should conduct regular monitoring and evaluation to ensure that students are meeting their learning objectives.
- Provision of Resources: Organizations should provide students with the necessary resources, such as access to software and equipment, to enhance their learning experience.

**REFERENCE**

Owolime Networks Internal Documents

Company manuals, procurement policies, and inventory management guidelines provided during the SIWES program.

Chopra, S., & Meindl, P. (2021).

Supply Chain Management: Strategy, Planning, and Operation. Pearson Education.

Heizer, J., Render, B., & Munson, C. (2020).

Operations Management: Sustainability and Supply Chain Management. Pearson Education. A resource for understanding operations and supply chain management practices.

Krajewski, L. J., Ritzman, L. P., & Malhotra, M. K. (2019).

Operations Management: Processes and Supply Chains. Pearson Education. A detailed guide on managing processes and supply chains in organizations.