



A TECHNICAL REPORT
STUDENT INDUSTRIAL WORKING EXPERIENCE SCHEME
(SIWES)

**Held at
MAMTESS SHOPPING MALL**

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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.

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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 Allah and also to my guides (MR & MRS SALIMON), 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.

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CHAPTER ONE

1.1 INTRODUCTION OF SIWES

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.

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.

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

1.3. OBJECTIVES OF THE PROGRAMME

The primary objectives of SIWES include:

- To expose students to real-life work environments and industrial practices.
- To provide students with the opportunity to apply theoretical knowledge gained in the classroom to practical situations.
- To equip students with relevant skills and competencies required in their chosen professions.
- To foster a smooth transition from academic life to the professional world.

- To enhance students' employability by providing them with hands-on experience and industry exposure.
 - Expose students to work methods and techniques in the handling of equipment and machinery that may not be available in schools.
 - Make transition from school to the labour market smooth and enhance students' conduct for later job placement
 - Provide students with the opportunity to apply their knowledge in real life work situation thereby bridging the gap between theory and practice
 - Strengthen employer involvement in the entire educational process and prepare students for employment in industry
- Promote the desired technological knowhow required for the advancement of the nation.

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.

2.2 PRECAUTION TAKEN IN THE MALL

During my SIWES attachment at the mall, several precautions were taken to ensure safety, efficiency, and compliance with operational standards. These precautions included:

1. **Safety Measures:** Regular safety briefings and the use of personal protective equipment (PPE) were enforced to prevent accidents.
2. **Security Protocols:** Strict access control measures were implemented to safeguard the mall's assets and ensure the safety of customers and staff.
3. **Health Guidelines:** Compliance with health regulations, such as maintaining cleanliness and adhering to COVID-19 protocols, was prioritized.
4. **Operational Standards:** Standard operating procedures (SOPs) were followed to ensure smooth and efficient operations.
5. **Customer Service Training:** Staff were trained to handle customer inquiries and complaints professionally, ensuring a positive shopping experience.

2.3 INTRODUCTION TO MALL APPARATUS

The mall is equipped with various apparatus and systems that facilitate its operations. Some of the key apparatus include:

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



Security Systems: Includes CCTV cameras, metal detectors, and access control systems to ensure the safety and security of the mall.



CCTV CAMERA



METAL DETECTOR

Inventory Management Systems: Software used to track stock levels, manage orders, and optimize supply chain operations.

HVAC Systems: Heating, ventilation, and air conditioning systems that maintain a comfortable environment for customers and staff.

Monitor: It is used to display amount of goods after scanning and calculation of goods after sales.



Monitor

Mouse: used to click and select on the monitor.



Mouse

QR-Code scanner: used to scan goods barcode to get the price of the goods.



QR-Code scanner

Keyboard: used to input digit and words on monitor, and to input goods name and price.



Keyboard

Trolley: used to carry goods around in the supermarket.



Trolley

Escalators and Elevators: Mechanical systems that facilitate the movement of people within the mall.



ESCALATOR



ELEVATOR

Fire Safety Equipment: Includes fire extinguishers, smoke detectors, and emergency exits to ensure preparedness in case of fire outbreaks.



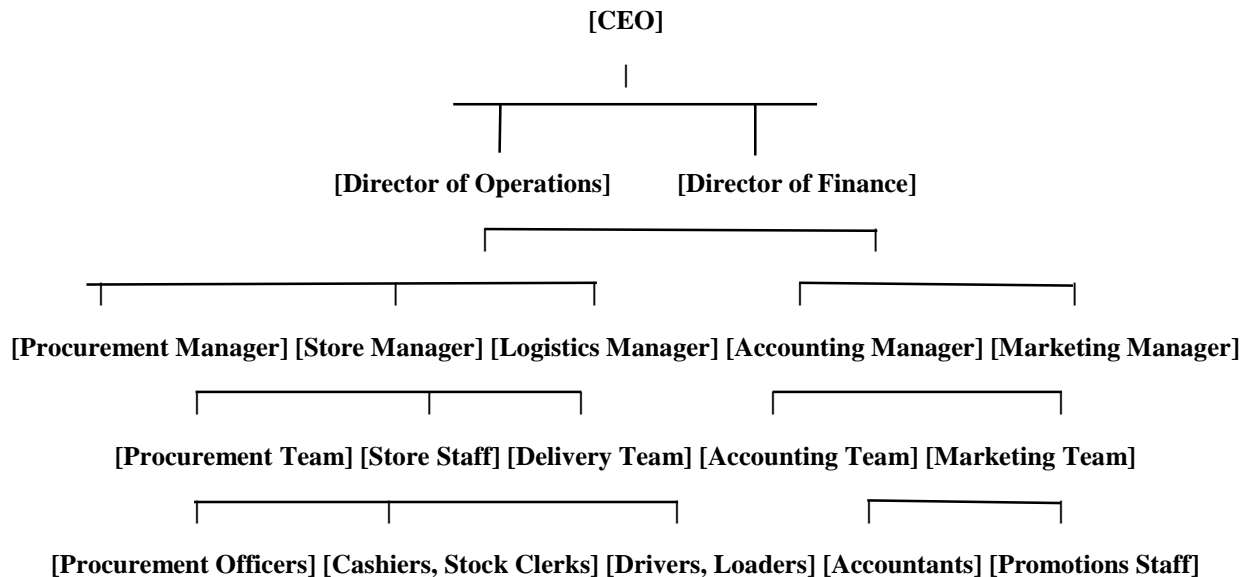
FIRE EXTINGUISHERS



SMOKE DETECTORS

These apparatus play a critical role in the smooth functioning of the mall, ensuring efficiency, safety, and customer satisfaction.

2.4 ORGANIZATIONAL CHART OF MAMTESS SHOPPING MALL



1. Chief Executive Officer (CEO)

Role: The CEO is the highest-ranking executive in the supermarket.

Responsibilities:

- Provides overall leadership and strategic direction for the supermarket.
- Makes major corporate decisions, manages operations, and ensures the supermarket meets its goals.
- Represents the supermarket to stakeholders, including customers, suppliers, and investors.

2. Director of Operations

Role: The Director of Operations oversees all operational activities in the supermarket.

Responsibilities:

- Ensures smooth day-to-day operations across departments.
- Supervises the Procurement Manager, Store Manager, and Logistics Manager.
- Implements strategies to improve efficiency and customer satisfaction.

3. Director of Finance

Role: The Director of Finance manages the financial health of the supermarket.

Responsibilities:

- Oversees budgeting, financial planning, and reporting.
- Supervises the Accounting Manager and ensures compliance with financial regulations.
- Analyzes financial data to guide decision-making and improve profitability.

4. Procurement Manager

Role: The Procurement Manager is responsible for sourcing and purchasing products for the supermarket.

Responsibilities:

- Identifies and negotiates with suppliers to ensure the best prices and quality.
- Manages the procurement team, including procurement officers.
- Ensures timely delivery of goods and maintains supplier relationships.

5. Store Manager

Role: The Store Manager oversees the daily operations of the supermarket.

Responsibilities:

- Manages store staff, including cashiers and stock clerks.
- Ensures the supermarket is well-stocked, clean, and organized.
- Handles customer complaints and ensures a positive shopping experience.

6. Logistics Manager

Role: The Logistics Manager oversees the transportation and distribution of goods.

Responsibilities:

- Manages the delivery team, including drivers and loaders.

- Plans and optimizes delivery routes to reduce costs and improve efficiency.

7. Accounting Manager

Role: The Accounting Manager handles the financial records and compliance of the supermarket.

Responsibilities:

- Supervises the accounting team, including accountants.
- Manages invoicing, payroll, and financial reporting.
- Ensures compliance with tax regulations and financial policies.

8. Marketing Manager

Role: The Marketing Manager promotes the supermarket and attracts customers.

Responsibilities:

- Develops marketing strategies and campaigns to increase sales.
- Supervises the marketing team, including promotions staff.
- Manages advertising, social media, and customer loyalty programs.

9. Procurement Team

Procurement Officers:

- Handle day-to-day procurement tasks, such as placing orders and tracking deliveries.
- Maintain supplier records and ensure compliance with procurement policies.

10. Store Staff

Cashiers:

- Handle customer transactions at the checkout counters.
- Provide excellent customer service and resolve payment issues.

Stock Clerks:

- Manage inventory on the sales floor and in storage areas.

- Ensure shelves are stocked and organized.

11. Delivery Team

Drivers:

- Transport goods to and from the supermarket.
- Ensure safe and timely delivery of products.

Loaders:

- Assist with loading and unloading goods from delivery vehicles.

12. Accounting Team

Accountants:

- Maintain financial records and prepare reports.
- Handle payroll, invoicing, and tax compliance.

13. Marketing Team

Promotions Staff:

- Execute marketing campaigns and promotions.
- Engage with customers through events, social media, and in-store displays.

How Departments Work Together

The **Procurement Department** ensures the supermarket has the right products at the right time and cost.

The **Store Staff** ensures products are displayed and sold efficiently.

The **Logistics Department** ensures timely delivery of goods to and from the supermarket.

The **Accounting Department** manages finances and ensures profitability.

The **Marketing Department** attracts customers and drives sales.

CHAPTER THREE

3.1 TECHNICAL TRAINING EXPERIENCE

This chapter provides a detailed account of my technical training experience during the SIWES program, presented in sequential order as documented in my SIWES logbook. The training took place at Esteem-G Mall, where I was exposed to various aspects of procurement and supply chain management. Below is a week-by-week breakdown of my activities and learning experiences:

Week 1: Orientation and Introduction to the Organization

- I was introduced to the organization's structure, departments, and key personnel.
- Attended an orientation session where I learned about the company's mission, vision, and core values.
- Received an overview of the procurement and supply chain management processes.
- Familiarized myself with the organization's policies, procedures, and safety guidelines.

Week 2: Introduction to Procurement Processes

- Shadowed the procurement team to understand the procurement cycle, from requisition to delivery.
- Learned how to identify and evaluate suppliers based on quality, cost, and reliability.
- Assisted in preparing purchase orders and requisition forms.
- Observed the use of procurement software for tracking orders and managing supplier relationships.

Week 3: Inventory Management

- Worked with the inventory management team to understand stock control procedures.
- Learned how to conduct stock counts and update inventory records.
- Assisted in identifying slow-moving and obsolete stock items.
- Gained insight into the use of inventory management software for real-time tracking of stock levels.

Week 4: Supplier Relationship Management

- Participated in supplier evaluation and performance review meetings.
- Learned how to negotiate terms and conditions with suppliers to achieve cost savings.
- Assisted in maintaining a supplier database and updating supplier information.
- Observed the process of resolving supplier disputes and ensuring timely delivery of goods.

Week 5: Logistics and Distribution

- Worked with the logistics team to understand the transportation and distribution of goods.
- Learned how to plan and optimize delivery routes to reduce costs and improve efficiency.
- Assisted in tracking shipments and ensuring on-time delivery to customers.
- Gained insight into the challenges of managing logistics in a dynamic supply chain environment.

Week 6: Procurement Documentation and Compliance

- Learned about the importance of proper documentation in procurement, including invoices, delivery notes, and contracts.
- Assisted in filing and organizing procurement documents for easy retrieval.
- Observed the process of ensuring compliance with regulatory requirements and organizational policies.
- Participated in an audit of procurement records to ensure accuracy and completeness.

Week 7: Cost Analysis and Budgeting

- Worked with the finance team to understand cost analysis and budgeting in procurement.
- Learned how to analyze procurement costs and identify areas for cost reduction.
- Assisted in preparing procurement budgets and monitoring expenditure against budgets.
- Gained insight into the financial implications of procurement decisions.

Week 8 to week 12: Final Project and Report Preparation

- Conducted a final project on improving procurement efficiency in the organization.
- Presented my findings and recommendations to the procurement team.
- Compiled my SIWES logbook and prepared a detailed report of my training experience.
- Received feedback from my supervisor and mentors on my performance during the program.

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.

- Feedback Mechanism: A structured feedback mechanism should be established to allow students to share their experiences and suggestions for improving the program.

By implementing these recommendations, the SIWES program can be further enhanced to achieve its objectives of producing skilled and competent graduates who are ready to contribute to national development.

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