



**A  
TECHNICAL REPORT ON  
STUDENTS INDUSTRIAL WORK EXPERIENCE SCHEME  
(SIWES)**

**HELD AT**

**JOHN DAREM GLOBAL HOLDING**  
OWONIBOYS COMPLEX, OPPOSIT ECOBANK, TAIWO ILORIN, KWARA STATE.

***BY***

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## **DEDICATION**

I dedicate this Students Industrial Work Experience Scheme (SIWES) report to Almighty Allah, the Most Gracious and Most Merciful, for His blessings and guidance towards the successful completion of this SIWES programme.

## **ACKNOWLEDGEMENTS**

I would like to begin by expressing my heartfelt gratitude to the Creator of heaven and earth, the One who knows the beginning and the end, the Alpha and the Omega, the Almighty Allah, for His guidance and blessings throughout this journey.

I am deeply grateful to my beloved parents, Mr. and Mrs. Adeyemi, whose unwavering support and prayers have been my foundation. To my siblings and dear friends, your encouragement and companionship have meant the world to me.

My special thanks go to my SIWES PPA supervisor, for your guidance, mentorship, and invaluable insights during this program. I also extend my profound appreciation to everyone who supported me during my SIWES experience. May the Almighty Allah bless, protect, sustain, and guide you through all of life's journeys.

Lastly, I wish to express my sincere regards to the school's Board of Trustees and the entire staff of the Department of Procurement and Supply Chain Management for their dedication and support. A big thank you to everyone who contributed to making this experience a memorable and successful one.

## **REPORT OVERVIEW**

This report provides a comprehensive account of my Student Industrial Work Experience Scheme (SIWES) at John Darem Global Holding, located at Owoniboys Complex, opposite Ecobank, Taiwo, Ilorin, Kwara State. The report highlights my experiences, skills acquired, challenges faced, and recommendations for future improvements.

The training took place between August 2024 to November 2024 (Four Months), during which I was assigned to warehouse operations, logistics, procurement, customer service, and inventory management. My responsibilities included:

- Warehouse layout and safety procedures
- Operating warehouse equipment such as pallet jacks and forklifts
- Managing stock using FIFO (First-In-First-Out) principles
- Participating in procurement processes (sourcing, purchase orders, supplier tracking)
- Using ERP systems for data entry and warehouse management
- Handling customer inquiries, complaints, and returns
- Assisting in dispatching goods and tracking shipments
- Conducting inventory control using barcode scanning and stock reports
- Learning supplier relationship management and demand forecasting
- Engaging in procurement negotiations and KPI tracking

This experience enhanced my practical knowledge of supply chain operations, procurement, inventory control, and customer service management. Challenges such as adapting to a fast-paced environment, stock discrepancies, and customer handling were encountered and effectively managed.

The report concludes with recommendations to improve SIWES, company operations, and future student training while highlighting the program's role in bridging the gap between academic learning and real-world applications.

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## **CHAPTER ONE**

### **INTRODUCTION**

The Students' Industrial Work Experience Scheme (SIWES) is a scheme established by the Industrial Training Fund (ITF) in 1973 to help students of tertiary institution in Nigeria acquire technical skills and practical exposure in an industrial environment based on various course of study.

Prior to the Establishment of SIWES, science and technology education in Nigeria was marred with the problem of lack of adequate practical and industrial skills and working experience that will prepare students of tertiary institution in Nigeria for employment opportunities in industries. It was in this view that the scheme was established and students in tertiary institution of Nigeria studying sciences and technology related courses were mandated to participate in the program to enable them have technical knowledge and working experience before graduating from their prospective institution and makes it a smooth transition from the lecture room to the world of work.

#### **1.1 BACKGROUND TO THE STUDY**

SIWES was established by industrial training fund to solve the problem of lack of adequate practical skills in preparation for employment in industries by Nigerian graduates of tertiary institutions.

The Students' Industrial Work Experience Scheme (SIWES) was designed, established and implemented by the Industrial Training Fund (ITF) in 1974 to ensure acquisition of field practical knowledge and skills by students before graduation, mainly coordinated by the National University Commission (NUC). The NUC recognizing the importance of job specifications in the scheme did set the necessary machinery in motion soon after the resolution was taken in 1998. However, from 1989-1993, the drawing up of the minimum academic standards documents (a major statutory of commission) owe resultant accreditation exercise and the movement of the commission secretariat to Abuja did not leave sufficient time to actualize this goal.

It was not until January 1996 at a 3 days national workshop in Jos that specification was drawn for the entire program that had industrial attachment component in the minimum academic standard documents. Participants were drawn from senior academic from universities across the country,

SIWES coordinators and officers in all nine panels, each headed by a senior academic officer were constituted for the entire forty-six program. Prior to drawing job specification, however, a one-day meeting was held at which a five-day meeting was presented and the procedure content and format for presentation of the specification documents were decided.

SIWES commenced in 1974 in the aim of making education more relevant to bridge the gap between the theory and the practice of agriculture, engineering, technology and science related discipline in tertiary institutions in Nigeria.

For students in polytechnics and mono-technics and college of education, the duration of SIWES is for 4 months while university undergraduates go for a 6 months duration. Each institution is expected to have a SIWES coordinator who is in charge of all activities that pertains to students industrial training in the institution.

The production of SIWES job specification is without doubt a milestone in the development of academic activities in the national university system. The benefit derivable by the employer, universities and the students alike are immense and will go a long way to move the country forward technologically.

**Operators:** The ITF, the coordinating agencies (NUC, NCCE, NBTE), the employers of labor and institution.

**Funding:** The Federal Government of Nigeria

**Beneficiaries:** Undergraduate students of the following; Agriculture, Engineering, Technology, Environmental, Sciences, Education, Medical sciences and Pure and applied sciences.

## **1.2 OBJECTIVES OF SIWES**

- 1.** It provides students the opportunity to test their interest in a particular career before permanent commitments are made.
- 2.** It provides an avenue for students in tertiary institutions to acquire industrial skills and work experience in their course of study.
- 3.** Makes the transition from school to the world of work easier and enhances students contacts for later job placement.
- 4.** It helps students to develop skills and techniques directly applicable to their careers.



5. It provides students the opportunity to understand informal organizational interrelationships.
6. It helps students develop skills in the application of theory to practical work situations.
7. It increases a student's sense of responsibilities
8. It prepares students to enter into full time employment in their area of specialization upon graduation.
9. It provides students the opportunity to develop attitudes conducive to effective interpersonal relationships.

## **CHAPTER TWO**

### **DESCRIPTION OF ESTABLISHMENT OF ATTACHMENT**

#### **2.1 Organizational Structure**

John Darem Global Holding operates as a multi-business venture that provides diverse services across multiple industries, including information technology (IT) solutions, consultancy services, electronics sales, and IT gadget distribution. The organization is structured into several specialized departments to ensure efficient service delivery, proper business operations, and customer satisfaction. Each department plays a crucial role in maintaining the company's reputation as a leading provider of technology solutions and electronic products. The key departments within the organization include:

##### **1. Information Technology (IT) and Consultancy Department**

This department specializes in providing cutting-edge technology solutions to businesses and individuals. Its services include:

- **Software Development:** Designing and managing mobile applications, web applications, and desktop software for businesses across various industries.
- **Digital Marketing Services:** Offering SEO (Search Engine Optimization), social media marketing, content creation, and online advertising to enhance business visibility.
- **Inventory Management System Development:** Creating customized digital inventory management systems that help businesses track their stock levels, monitor sales, and improve efficiency.
- **CCTV and Security System Installation:** Setting up advanced surveillance systems for homes, offices, and commercial buildings to ensure security and monitoring.
- **Solar System Installation:** Providing renewable energy solutions, including solar panels, inverters, and backup power systems, to support sustainable and uninterrupted power supply.
- **IT Infrastructure Setup and Maintenance:** Installing and managing network infrastructure, servers, data centers, and IT support services for corporate clients.

## 2. Sales and Retail Department

The sales department focuses on electronic appliances and IT gadgets to meet the needs of both individuals and corporate clients. It is divided into two main sections:

- **Electronics Sales Division:** Selling home and office appliances, including televisions, refrigerators, washing machines, air conditioners, generators, and other household electronics.
- **IT and Gadgets Division:** Selling a variety of IT gadgets, including smartphones, tablets, laptops, desktops, and accessories such as chargers, earphones, keyboards, and external drives.

## 3. Warehouse and Logistics Department

The warehouse and logistics team is responsible for inventory management, order processing, and product distribution. Key functions include:

- **Stock Control & Inventory Management:** Ensuring all products are stored in a well-organized manner and keeping track of inventory levels using warehouse management systems (WMS).
- **Goods Handling & Storage:** Managing warehouse safety, FIFO (First-In, First-Out) stock management system, and ensuring product quality.
- **Order Processing & Dispatching:** Preparing, packaging, and dispatching customer orders for local and nationwide delivery.
- **Shipment Tracking & Logistics Optimization:** Ensuring timely delivery of products by coordinating with transport companies and monitoring shipments.

## 4. Procurement and Supply Chain Department

The procurement department focuses on sourcing and purchasing quality products while maintaining cost efficiency. The core responsibilities include:

- **Supplier Sourcing & Negotiation:** Identifying and engaging reliable suppliers for bulk purchases at competitive prices.
- **Quality Control & Product Inspection:** Ensuring that all products meet industry standards and customer expectations.

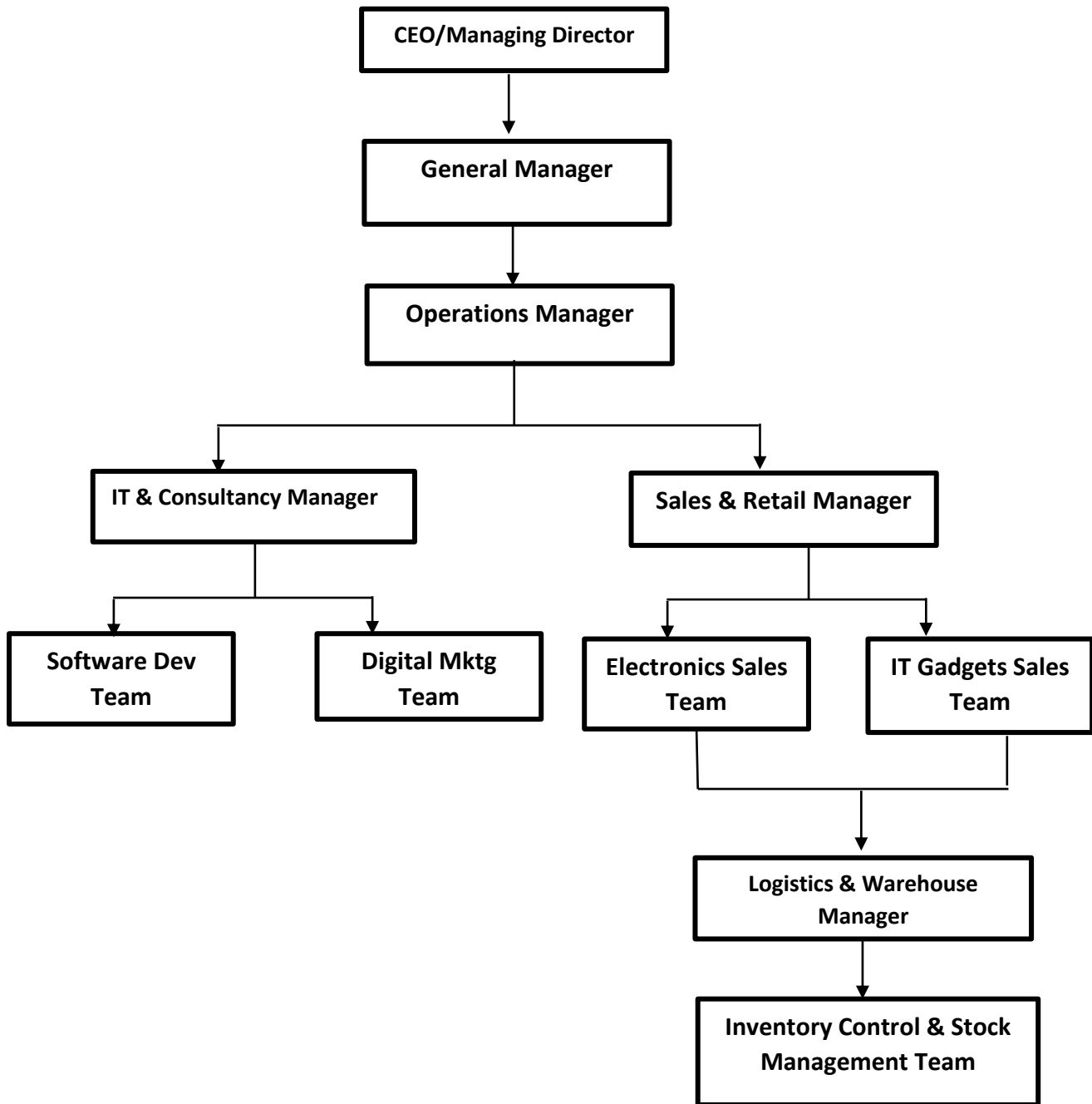
- **Demand Forecasting & Stock Replenishment:** Monitoring sales trends and stock levels to ensure timely restocking of fast-moving products.
- **Cost Optimization & Budget Management:** Managing procurement expenses to maximize profitability while maintaining product affordability for customers.

## **5. Customer Service and Administrative Department**

The customer service and administrative unit ensures effective communication with customers and smooth internal operations. Key responsibilities include:

- **Customer Inquiry Handling:** Addressing customer questions, complaints, and product-related concerns.
- **Sales Support & Transaction Processing:** Assisting customers with billing, receipts, invoices, and payment processing.
- **Product Return & Warranty Services:** Managing product exchanges, repairs, and refunds in line with company policies.
- **Business Documentation & Office Administration:** Handling record-keeping, correspondence, and official documents to ensure seamless operations.

## 2.2 ORGANIZATION ORGANOGRAM



## **CHAPTER THREE**

### **WORK DONE, AND PRACTICAL EXPERIENCE GAINED**

During my SIWES (Student Industrial Work Experience Scheme) at John Darem Global Holding, I was actively involved in various aspects of warehouse operations, procurement, inventory control, logistics, and customer service. My experience was hands-on, providing me with practical knowledge and insight into the complexities of supply chain management. Each activity played a critical role in shaping my understanding of real-world business operations, reinforcing theoretical knowledge with experiential learning.

#### **3.1 Warehouse Layout and Safety Procedures**

The warehouse environment serves as the nerve center of any retail and supply chain business, and understanding its layout is crucial for operational efficiency. At the beginning of my training, I familiarized myself with the warehouse blueprint, storage zones, shelving systems, and safety protocols.

- I learned about the strategic placement of goods based on demand frequency (high-turnover items positioned near dispatch zones for quick access).
- Emphasis was placed on occupational health and safety (OHS) guidelines, including fire safety drills, emergency exits, proper lifting techniques, and the use of personal protective equipment (PPE) to minimize workplace hazards.
- I also participated in routine risk assessments, identifying potential hazards such as obstructed aisles, improper stacking, and equipment malfunctions.

This foundation ensured that I could navigate the warehouse effectively while adhering to safety regulations.

#### **3.2 Stock Management Techniques (FIFO, Stock Counts, Reports)**

Effective inventory management is essential to prevent stockouts, minimize wastage, and ensure seamless business operations. I was trained in various stock management techniques, particularly the FIFO (First-In, First-Out) method, which ensures that older stock is sold before newer arrivals, preventing product obsolescence.

- I conducted daily stock counts using both manual tallying and digital barcode scanning to verify inventory accuracy.

- I assisted in generating inventory reports, tracking stock levels, and analyzing slow-moving vs. fast-moving products to improve stock replenishment strategies.
- I observed cycle counting procedures, where specific stock categories were audited periodically rather than conducting full-scale inventory counts.
- Through these activities, I gained proficiency in inventory accuracy, loss prevention, and demand forecasting techniques.

### **3.3 Procurement and Supplier Management (Sourcing, Purchase Orders, Negotiation)**

The procurement process is at the core of business operations, ensuring that the right products are sourced at optimal prices while maintaining quality. My responsibilities in this area included:

- Assisting in supplier evaluation and selection, where I learned about key procurement factors such as cost, quality, reliability, and supplier reputation.
- Helping to prepare purchase orders (POs) and ensuring they met the company's specifications before approval.
- Participating in negotiations with suppliers, observing pricing discussions, bulk purchase discounts, and contract agreements.
- Understanding the significance of supplier relationship management (SRM) and how long-term partnerships can benefit the business.

This exposure deepened my understanding of strategic procurement planning, cost management, and vendor communication.

### **3.4 Data Entry and ERP/Warehouse Management Systems**

Modern warehouse operations rely on Enterprise Resource Planning (ERP) systems and Warehouse Management Systems (WMS) to track inventory in real time. I was trained on how to:

- Input stock data, updating records for incoming and outgoing shipments.
- Verify product details such as serial numbers, batch codes, and expiration dates to maintain accuracy.
- Generate automated reports to analyze stock turnover rates, procurement trends, and sales data.
- Identify and correct discrepancies in the system to ensure data integrity.

This technical exposure provided me with valuable experience in digital inventory management and data analysis.

### **3.5 Customer Service and Handling Complaints/Returns**

Customer service plays a vital role in maintaining business reputation and customer loyalty. I was actively involved in:

- Responding to customer inquiries, providing product information, pricing, and order status updates.
- Processing returns, exchanges, and warranty claims, ensuring customers received prompt resolutions.
- Handling customer complaints professionally, learning conflict resolution techniques and effective communication skills.
- Documenting customer feedback and suggesting improvements based on recurring issues.

This experience improved my problem-solving abilities and strengthened my interpersonal skills, crucial for customer-oriented roles.

### **3.6 Dispatching Goods and Shipment Tracking**

A well-coordinated dispatch and logistics system ensures timely product deliveries. My activities in this area included:

- Preparing dispatch schedules based on order priority.
- Packaging goods according to shipment requirements to prevent damage in transit.
- Updating tracking systems, allowing real-time monitoring of shipments.
- Coordinating with delivery personnel and third-party logistics providers (3PLs) to ensure prompt deliveries.

By participating in the dispatch process, I gained firsthand experience in logistics coordination, order fulfillment, and supply chain optimization.

### **3.7 Warehouse Optimization and Organization**

Warehouse efficiency is directly linked to organization and space utilization. I contributed to optimization efforts by:

- Rearranging shelving layouts to improve accessibility and minimize retrieval time.
- Implementing categorization methods, ensuring items were logically grouped (e.g., perishable vs. non-perishable, electronic vs. mechanical).



- Assisting in inventory audits, identifying slow-moving stock and suggesting clearance strategies to free up space.

This aspect of my training taught me how warehouse design, operational efficiency, and productivity are interconnected.

### **3.8 Inventory Control (Barcode Scanning, Demand Forecasting)**

Advanced inventory control methods prevent inefficiencies and financial losses. I was involved in:

- Barcode scanning and tracking, ensuring real-time visibility of stock movement.
- Demand forecasting, analyzing past sales data to predict future demand and prevent overstocking or understocking.
- Assisting in the preparation of reorder lists, ensuring inventory levels met customer demand without surplus.

This knowledge reinforced my understanding of inventory flow, market trends, and data-driven decision-making in warehouse management.

### **3.9 Equipment and Tools Used in Warehouse and Logistics Operations**

At John Darem Global Holding, a combination of digital and physical tools was employed to enhance efficiency, accuracy, and safety in warehouse operations, procurement, inventory management, and logistics. These tools played a crucial role in ensuring the smooth flow of goods from suppliers to customers.

#### **1. Digital Tools and Equipment**

##### **1.1 Computer Systems**

- Used for inventory tracking, data entry, purchase orders, and stock reports.
- Connected to Enterprise Resource Planning (ERP) and Warehouse Management Systems (WMS) to ensure real-time updates on stock movement.
- Essential for managing financial records, supplier communications, and order processing.

##### **1.2 Enterprise Resource Planning (ERP) and Warehouse Management Systems (WMS)**

- Used to track stock levels, manage orders, and optimize warehouse operations.
- Helped in automating procurement processes and supplier coordination.

- Provided insights into demand forecasting, inventory turnover, and order accuracy.

### **1.3 Barcode Scanners and RFID Technology**

- Used for quick and accurate stock identification during product check-in and check-out.
- Prevented errors in inventory records and minimized time spent on manual stock verification.
- Ensured real-time tracking of goods within the warehouse.

### **1.4 Printers and Labeling Machines**

- Used to print invoices, receipts, purchase orders, and stock labels.
- Helped in identifying products quickly by labeling goods with SKU codes and barcodes.
- Ensured that shipments were correctly tagged for delivery.

### **1.5 Digital Weighing Scales**

- Used to weigh products before dispatch to verify accuracy in shipments.
- Integrated with inventory systems to automatically update product weight records.

### **1.6 Security Systems (CCTV and Biometric Access Control)**

- CCTV cameras were installed to monitor warehouse activities and prevent theft.
- Biometric access systems ensured that only authorized personnel could access sensitive storage areas.
- Provided real-time surveillance and security alerts.

## **2. Physical Tools and Equipment**

### **1. Pallet Jacks (Manual and Electric)**

- Used for lifting and moving pallets of goods within the warehouse.
- Helped in reducing manual labor and improving efficiency in stock movement.

### **2 Forklifts**

- Essential for handling bulky and heavy goods, such as refrigerators, washing machines, and generators.
- Used to stack goods on high warehouse shelves and transport large shipments.

### **2.3 Shelving and Racking Systems**

- Used for proper storage and organization of stock items.
- Designed to hold different categories of goods, ensuring quick retrieval and reducing storage congestion.

### **2.4 Packing Stations and Sealing Machines**

- Used to package goods securely before shipment.
- Ensured that products were properly sealed to prevent damage during transportation.

### **2.5 Delivery Vans and Trucks**

- Used for transporting goods from the warehouse to customers and retail stores.
- Equipped with GPS tracking systems to ensure real-time delivery monitoring.

## CHAPTER FOUR

### SKILLS ACQUIRED DURING SIWES

My SIWES (Student Industrial Work Experience Scheme) at John Darem Global Holding provided me with invaluable practical knowledge and hands-on experience in key areas of warehouse management, procurement, inventory control, customer service, logistics, and financial record-keeping. Throughout my training, I developed and refined various skills that are essential for efficient business operations. These skills have strengthened my ability to manage resources, analyze data, interact with customers, and optimize supply chain processes.

#### 4.1 Warehouse Operations & Stock Management

A well-organized warehouse is critical for efficient inventory handling, order fulfillment, and operational flow. During my training, I gained expertise in:

- **Warehouse Layout & Optimization:** Understanding storage zones, inventory categorization, and shelving strategies to enhance efficiency.
- **Stock Replenishment & Control:** Using the FIFO (First-In, First-Out) method to manage stock movement and avoid wastage.
- **Inventory Auditing & Stock Counts:** Conducting regular cycle counting to verify inventory accuracy, prevent stock losses, and reconcile discrepancies.
- **Storage Safety & Compliance:** Ensuring goods were properly stacked, labeled, and stored to prevent damage and maintain workplace safety.

By mastering these warehouse operations, I developed keen attention to detail, organizational skills, and problem-solving abilities, all of which are crucial for maintaining a seamless supply chain system.

#### 4.2 Procurement & Supplier Negotiation

Procurement plays a vital role in ensuring that a business has the right products, at the right price, from reliable suppliers. During my training, I gained practical experience in:

- **Sourcing & Vendor Selection:** Evaluating suppliers based on cost, quality, delivery time, and reputation to ensure optimal procurement decisions.
- **Negotiation Techniques:** Observing and participating in price negotiations, bulk purchase agreements, and contract drafting to achieve cost savings.
- **Purchase Order (PO) Management:** Assisting in preparing purchase orders, verifying order details, and ensuring supplier compliance with contractual terms.
- **Supplier Relationship Management:** Maintaining effective communication with suppliers, ensuring timely deliveries, and addressing any supply chain disruptions.

Through these procurement activities, I developed strong analytical, communication, and decision-making skills, which are critical for cost-effective business management and supply chain efficiency.

### 4.3 Inventory Tracking & Data Entry

Inventory accuracy is fundamental to business success. I was trained in inventory monitoring, data entry, and reporting systems that enhance stock visibility and minimize losses. Key skills acquired include:

- **Barcode Scanning & Stock Tracking:** Using barcode systems to monitor inventory movement, reduce manual errors, and improve tracking efficiency.
- **Enterprise Resource Planning (ERP) Software:** Learning how to input and retrieve data from ERP and Warehouse Management Systems (WMS) for real-time stock management.
- **Demand Forecasting & Stock Reorder Strategies:** Assisting in analyzing sales trends and historical data to determine optimal stock levels and prevent shortages.
- **Data Accuracy & Report Generation:** Ensuring that all inventory data was accurately recorded, updated, and reconciled for operational efficiency.

These skills provided me with technical proficiency in digital inventory control and analytical capabilities, essential for managing large-scale warehouse operations.

### 4.4 Customer Service & Complaint Handling

Customer satisfaction is a key driver of business success, and my training exposed me to various aspects of customer relations, problem resolution, and after-sales service. I acquired valuable skills in:

- **Effective Communication:** Learning how to engage professionally with customers, address inquiries, and provide clear product information.
- **Handling Complaints & Returns:** Managing product return requests, refunds, and warranty claims in a professional and customer-friendly manner.
- **Conflict Resolution:** Applying problem-solving techniques to handle customer grievances efficiently, ensuring customer retention and satisfaction.
- **Customer Feedback Analysis:** Documenting customer concerns and identifying common issues to suggest improvements in product quality or service delivery.

These experiences improved my interpersonal skills, patience, and ability to handle challenging situations, all of which are crucial in a customer-centric business environment.

## 4.5 Logistics & Shipment Tracking

Logistics ensures the smooth flow of goods from warehouses to customers or retail outlets. My involvement in dispatching, tracking, and coordinating shipments provided me with critical logistics management skills, including:

- **Order Processing & Dispatch Management:** Ensuring that orders were packed correctly, labeled properly, and dispatched on time to customers.
- **Shipment Tracking & Coordination:** Updating tracking systems to monitor the movement of goods and provide real-time delivery status.
- **Collaboration with Logistics Partners:** Working with third-party logistics (3PL) providers and delivery personnel to ensure smooth transportation and distribution.
- **Handling Delivery Issues:** Resolving delayed shipments, incorrect deliveries, and damaged goods by liaising with suppliers, warehouse teams, and transport personnel.

This hands-on experience helped me develop attention to detail, multitasking abilities, and an understanding of logistics operations, crucial for ensuring timely and accurate deliveries.

## 4.6 Financial Record-Keeping

Understanding financial transactions is an essential skill in business management. During my training, I gained experience in basic financial management, budgeting, and expense tracking, including:

- **Invoice & Receipt Management:** Assisting in preparing invoices, verifying payments, and maintaining transaction records.
- **Cost Analysis & Budgeting:** Learning how to analyze procurement costs and track operational expenses to optimize financial planning.
- **Financial Data Entry:** Recording financial transactions accurately into accounting software for business analysis and reporting.
- **Cash Flow Monitoring:** Observing how businesses track revenue, expenses, and profits to maintain financial stability.

This exposure strengthened my numerical skills, attention to detail, and ability to handle financial documentation, which are essential for managing business finances effectively.

## CHAPTER FIVE

### CHALLENGES, SUMMARY, CONCLUSION AND RECOMMENDATIONS

#### 5.1 Challenges Faced During the SIWES Program

During my SIWES training at John Darem Global Holding, I faced several challenges that tested my adaptability, problem-solving abilities, and efficiency in a fast-paced work environment. However, through practical experience, mentorship, and self-improvement, I was able to overcome these challenges and develop essential workplace skills.

1. **Fast-Paced Work Environment** The warehouse operated with tight schedules and high-demand logistics, making it challenging to keep up with the speed of operations. Initially, I found it overwhelming, but with time, I improved my time management, multitasking, and prioritization skills to handle tasks efficiently.
2. **Stock Discrepancies and Inventory Management** Maintaining accurate stock records was a major challenge, as occasional discrepancies arose due to miscounts, misplaced items, or system errors. To address this, I carefully followed FIFO (First-In-First-Out) principles, conducted stock audits, and used barcode scanning for accuracy.
3. **Procurement and Supplier Negotiation** Understanding procurement processes, supplier relationships, and effective negotiation techniques was initially difficult. I observed how experienced procurement officers handled pricing, quality assessment, and supplier agreements, which helped me develop better decision-making and negotiation skills.
4. **Mastering Warehouse Management Systems (ERP Software)** Learning to use ERP and warehouse management systems for data entry, stock updates, and report generation required patience and practice. Over time, I became more proficient in handling inventory digitally, improving data accuracy and operational efficiency.
5. **Handling Customer Complaints and Product Returns** Dealing with customer dissatisfaction, refunds, and defective product issues required strong communication skills. At first, I found it challenging, but by following customer service protocols and conflict resolution strategies, I learned to address complaints effectively while maintaining professionalism.

6. **Managing Multiple Responsibilities** Balancing warehouse operations, procurement, data entry, and customer service required efficient task management. I overcame this challenge by learning structured organization techniques, prioritization, and teamwork to handle multiple tasks effectively.

## **5.2 Conclusion**

The Student Industrial Work Experience Scheme (SIWES) has been a transformative learning experience, bridging the gap between theoretical knowledge and practical application. Through my training at John Darem Global Holding, I gained hands-on expertise in warehouse operations, inventory management, procurement, customer service, and logistics, all of which are critical in various professional settings.

This experience not only deepened my technical competencies but also enhanced my problem-solving, teamwork, communication, and organizational skills. The exposure to real-world business operations, supply chain dynamics, and digital inventory systems has broadened my perspective on business efficiency and resource management.

Overall, my SIWES program has significantly contributed to my professional development, providing me with practical insights, industry exposure, and essential workplace skills that will be invaluable in my future career.

## **5.3 Recommendations**

Based on my experience during the Student Industrial Work Experience Scheme (SIWES) at John Darem Global Holding, I propose the following recommendations:

### **For the Company:**

- Develop a structured internship program that provides clearer learning objectives, mentorship, and periodic assessments to enhance the learning process.
- Invest in advanced digital inventory tracking systems, such as automated barcode scanning and real-time stock monitoring, to improve efficiency.
- Enhance customer service strategies by training employees on effective communication, handling complaints, and improving the return process.



- Strengthen safety measures in warehouse operations to minimize risks and ensure a more secure working environment.

**For Future SIWES Students:**

- Be proactive and willing to learn, as hands-on experience is invaluable for career growth.
- Develop strong time management and problem-solving skills to handle multiple responsibilities efficiently.
- Show adaptability and resilience, as workplace challenges require quick thinking and the ability to adjust to changing environments.
- Learn basic technical skills related to warehouse management, inventory systems, and procurement processes before starting the internship for a smoother learning experience.

**For Institutions:**

- Strengthen the practical aspect of academic programs by incorporating hands-on training and simulations that mirror real-world industry practices.
- Foster partnerships with reputable companies to provide students with structured and industry-relevant internships.
- Organize pre-SIWES training sessions to equip students with foundational knowledge on workplace ethics, industry expectations, and relevant technical skills.