



**TECHNICAL REPORT
ON
STUDENT INDUSTRIAL WORK EXPERIENCE SCHEME
(SIWES)**

HELD AT

**BUMJER CLASSIC MULTI VENTURES, ASADAM ROAD ITA ELEPA,
ILORIN KWARA STATE
*BY***

**YAKUBU KAOSARA YETUNDE
ND/23/BAM/PT/0484**

**SUBMITTED TO
THE DEPARTMENT OF BUSINESS ADMINISTRATION AND MANAGEMENT
INSTITUTE OF FINANCE AND MANAGEMENT STUDIES (IFMS)
KWARA STATE POLYTECHNIC, ILORIN**

**IN PARTIAL FULFILMENT OF THE REQUIREMENTS FOR THE AWARD OF
NATIONAL DIPLOMA (ND) IN BUSINESS ADMINISTRATION AND MANAGEMENT**

CERTIFICATION

This is to certify that the bearer has successfully completed the Student Industrial Work Experience (SIWES).

Department Coordinator

Date

SIWES Director

Date

DEDICATION

This report is dedicated to the **Almighty God**, the giver and sustainer of life, for **His** unconditional love and mercy granted to me throughout the period of my Industrial Training.

ACKNOWLEDGEMENTS

My acknowledgement goes to **God Almighty**, the most gracious, the most merciful and also to my **Parents, Mr. and Mrs. Olawoye**, for their parental care over me.

TABLE OF CONTENT

Title page	i
Table of content	ii
Dedication	iii
Acknowledgements	iv

TABLE OF CONTENTS

CHAPTER ONE

1.1. Background of SIWES	1
1.2. History of SIWES	2
1.3. Objectives of SIWES	3
1.4. Objectives of Establishment	3
1.5. Significance of the study	4
1.6. Scope of the study	4
1.7. Limitation of the study	4

CHAPTER TWO

2.1. Benefit derived from SIWES programme	5
2.2. Precaution taken in the supermarket	6
2.3. Introduction to supermarket apparatus	6
2.4. Organization chart of Abbey Lincoln Plaza	10

2.5	Supply chain diagram	13
2.6	Sample purchase order form	14
2.7	Supplier performance chart	15

CHAPTER THREE

3.1	Overview of oluwaseun shopping mall	16
3.2	Procurement process at Abbey Lincoln Plaza	16
3.3	Supply chain management	16
3.4	Use of technology	16
3.5	Challenges in procurement and supply management	17

CHAPTER FOUR

4.1	Summary of findings	18
4.2	Lesson learned	18
4.3	Personal reflection	18

CHAPTER FIVE

5.1	Conclusion	18
5.2	Recommendation	18

REFERENCE

CHAPTER ONE

1.1 BACKGROUND OF THE STUDY

Procurement and supply management are critical components of any retail business, ensuring the seamless flow of goods and services from suppliers to customers. Oluwaseun Shopping Mall, a prominent retail outlet in the region, relies heavily on efficient procurement and supply chain management to maintain its competitive edge. This report documents my experience during the Student Industrial Work Experience Scheme (SIWES) at Oluwaseun Shopping Mall, focusing on the procurement and supply management processes.

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 STUDY

The primary objectives of this report are:

- To understand the procurement and supply management processes at Oluwaseun Shopping Mall.
- To analyze the challenges faced in the supply chain and how they are mitigated.
- To evaluate the role of technology in enhancing procurement efficiency.
- To provide recommendations for improving the existing processes.

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.

1.4 SIGNIFICANCE OF THE STUDY

This report is significant as it provides insights into the practical aspects of procurement and supply management in a retail environment. It also serves as a learning tool for students and professionals in the field of supply chain management.

1.4 SCOPE OF THE STUDY

The study covers the procurement and supply management processes at Oluwaseun Shopping Mall, including supplier selection, inventory management, and distribution. It also explores the use of technology in these processes.

1.5 LIMITATIONS OF THE STUDY

The study is limited by the duration of the SIWES program and the accessibility of certain confidential data within the organization.

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



Monit

or 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.



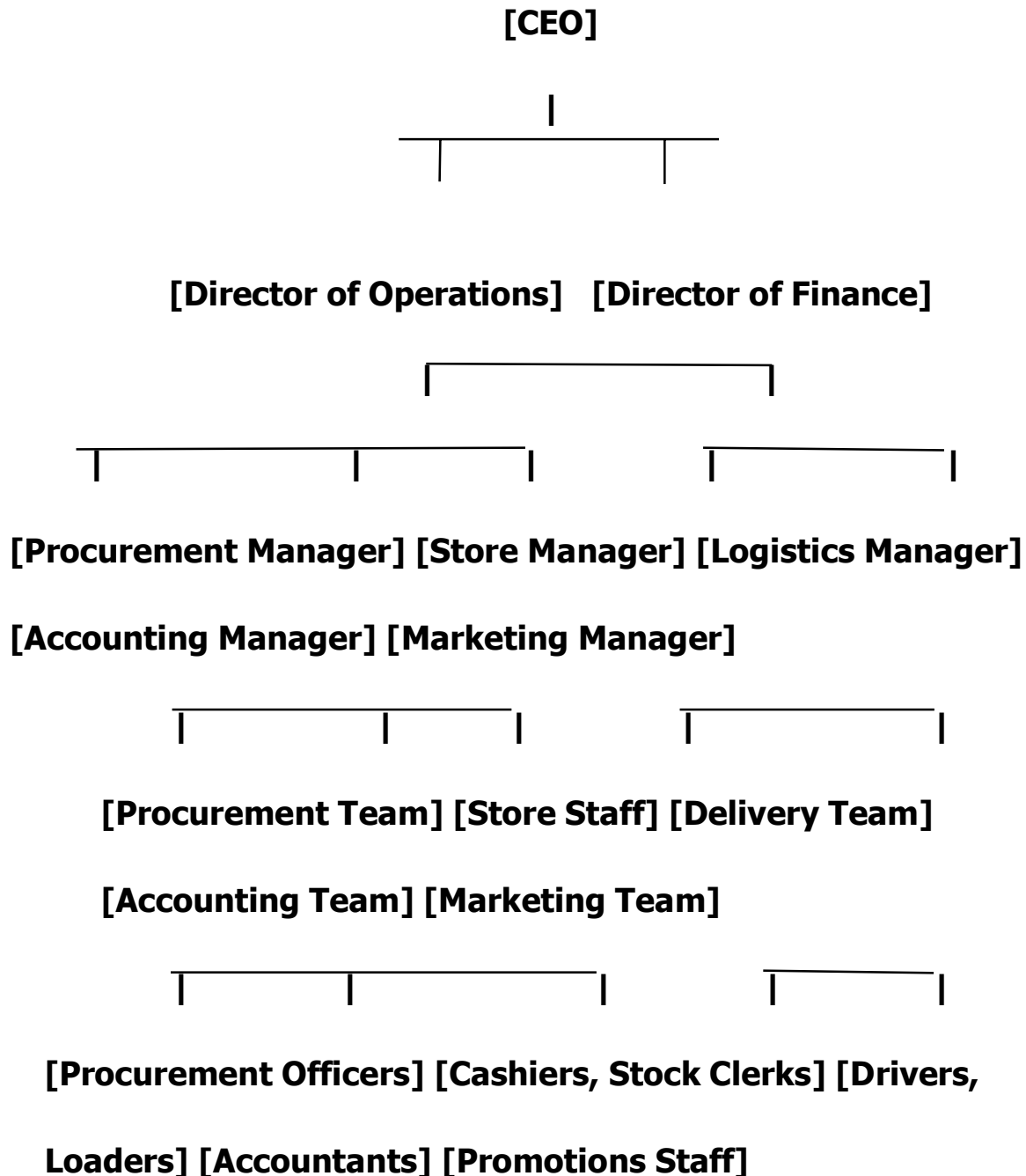
FIRE EXTINGUISHERS



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 OLUWASEUN 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.

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.

2.5 SUPPLY CHAIN DIAGRAM

Description:

The supply chain diagram visually represents the flow of goods from suppliers to customers at Oluwaseun Shopping Mall. It highlights key stages in the supply chain, including procurement, warehousing, and distribution.

Suppliers



Procurement Team (Purchase Orders)



Warehouse (Goods Receipt & Storage)



Inventory Management (Stock Tracking)



Sales Floor (Product Display)



Customers (Purchase)

2.6 SAMPLE PURCHASE ORDER FORM

Description:

This is a sample purchase order form used by Oluwaseun Shopping Mall to request goods from suppliers. It includes fields for supplier details, product descriptions, quantities, and prices.

Form Structure:

Oluwaseun Shopping

Mall Purchase Order

Form Date: ____

PO Number: _____

Supplier Name: _____

Supplier Address: _____

Item No.	Description	Quantity	Unit Price	Total Price
1				
2				
3				

Total Amount: _____

Authorized Signature: _____

2.7 SUPPLIER PERFORMANCE CHART

Description:

This bar chart compares the performance of different suppliers based on criteria such as delivery time, order accuracy, and product quality.

Chart Structure:

Supplier Performance Metrics

Supplier	Delivery Time	Order Accuracy	Product Quality
A	4.5	95%	90%
B	3.8	98%	92%
C	5.0	90%	85%

CHAPTER THREE

3.1 OVERVIEW OF OLUWASEUN SHOPPING MALL

Oluwaseun Shopping Mall is a mid-sized retail outlet offering a wide range of products, including groceries, electronics, and clothing. The mall serves a diverse customer base and relies on a robust procurement and supply management system to meet customer demand.

3.2 PROCUREMENT PROCESS AT OLUWASEUN SHOPPING MALL

The procurement process at Oluwaseun Shopping Mall involves the following steps:

1. Supplier Selection: Suppliers are selected based on criteria such as price, quality, and reliability.
2. Purchase Order Placement: Purchase orders are generated and sent to suppliers.
3. Goods Receipt and Inspection: Received goods are inspected for quality and quantity.
4. Inventory Management: Goods are stored in the inventory and tracked using an inventory management system.

3.3 SUPPLY CHAIN MANAGEMENT

The supply chain at Oluwaseun Shopping Mall includes the following components:

- Suppliers: Provide goods to the mall.
- Warehouse: Stores goods before they are moved to the sales floor.
- Distribution: Goods are distributed to the sales floor based on demand.

3.4 USE OF TECHNOLOGY

Oluwaseun Shopping Mall utilizes technology to enhance its procurement and supply management processes, including:

- Inventory Management Software: Tracks inventory levels and generates reorder alerts.
- Electronic Data Interchange (EDI): Facilitates electronic communication with

suppliers.

3.5 CHALLENGES IN PROCUREMENT AND SUPPLY MANAGEMENT

Some of the challenges faced include:

- Supplier Reliability: Delays in delivery from suppliers.
- Inventory Stockouts: Occasional stockouts due to inaccurate demand forecasting.
- Cost Management: Balancing cost and quality in supplier selection.

CHAPTER FOUR

4.1 SUMMARY OF FINDINGS

The study revealed that Oluwaseun Shopping Mall has a well-structured procurement and supply management system, although there are areas for improvement, particularly in supplier reliability and inventory management.

4.3 LESSONS LEARNED

During my SIWES program, I learned the importance of effective communication, attention to detail, and the role of technology in procurement and supply management.

4.4 PERSONAL REFLECTIONS

This experience has deepened my understanding of procurement and supply management and has prepared me for a career in this field.

CHAPTER FIVE

5.1 CONCLUSION

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.

Through my attachment at Oluwaseun shopping 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.

5.2 RECOMMENDATIONS

- Improve Supplier Relationships: Establish long-term partnerships with reliable suppliers.
- Enhance Demand Forecasting: Use advanced analytics to improve demand forecasting accuracy.
- Invest in Training: Provide training for procurement staff on the latest procurement technologies and best practices.

REFERENCES

Chopra, S., & Meindl, P. (2016). Supply Chain Management: Strategy, Planning, and Operation. Pearson.

Monczka, R. M., Handfield, R. B., Giunipero, L. C., & Patterson, J. L. (2015). Purchasing and Supply Chain Management. Cengage Learning.

Interviews with Procurement Staff at Oluwaseun Shopping Mall (2023).