A TECHNICAL REPORT
STUDENT INDUSTRIAL WORKING EXPERIENCE SCHEME
(SIWES)

Held at
RAMISCO GLOBAL CONCEPT

Prepared by:

ONANIYI QOYUM OMOGBOLAHAN

ND/23/PSM/FT/0178

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 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 ONANIYI, and to all those who has helped me during my SIWES programme. The blessings, help and guidance given by them, time to time has carry me so this far and shall carry on the journey of life on which I am about to embark. I also take this opportunity to express a deep sense of gratitude to compliment my mentor for his cordial support valuable information and guidance which helped me in completing my SIWES through various stages.

Lastly my deep regard to the best and most inspiring brothers and sisters.

A big thanks goes to my friends, May Almighty GOD bless, protect, keep, nourish 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 and sundry.

TABLE OF CONTENT

CHAPTER ONE

1.1 INTRODUCTION OF SIWES

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

1.3. OBJECTIVES OF THE PROGRAMME

The primary objectives of SIWES include:

- To provide an avenue for students in the university 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.
- 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. OVERVIEW OF THE ORGANIZATION

Ramisco Global Concept is a reputable company that has been in operation for over a decade. The company specializes in the distribution and sale of domestic sewing machines, catering to both individual customers and businesses. Over the years, Ramisco Global Concept has built a strong reputation for providing high-quality sewing machines and excellent customer service.

Mission and Vision

Mission: To provide affordable, durable, and user-friendly sewing machines to households and small businesses, empowering individuals to achieve their sewing and tailoring goals.
Vision: To become the leading provider of domestic sewing machines in the region, known for innovation, quality, and customer satisfaction.

2.3 PRECAUTION TAKEN IN THE ORGANIZATION

In any organization, especially one like **Ramisco Global Concept** that deals with the sale and maintenance of domestic sewing machines, taking precautions is essential to ensure the safety of employees, customers, and equipment, as well as to maintain operational efficiency. Below are some of the **precautions taken in the organization**:

1. SAFETY PRECAUTIONS

Employee Safety Training:

All employees, especially those in the technical and maintenance departments, are trained on safety protocols when handling sewing machines and tools. This includes proper use of equipment and adherence to safety guidelines.

Use of Protective Gear:

Technicians and maintenance staff are required to wear protective gear such as gloves, safety goggles, and aprons when repairing or maintaining sewing machines to prevent injuries.

Proper Handling of Tools:

Employees are trained to handle tools and equipment carefully to avoid accidents. Sharp objects, such as needles and blades, are stored securely when not in use.

Fire Safety Measures:
Fire extinguishers are installed in key areas of the organization, and employees are trained on how to use them in case of emergencies. Flammable materials are stored safely.

2. EQUIPMENT PRECAUTIONS

Regular Maintenance:
Sewing machines and other equipment are regularly inspected and maintained to ensure they are in good working condition. This prevents breakdowns and extends the lifespan of the machines.

Proper Storage:
Sewing machines and accessories are stored in a clean, dry, and secure environment to prevent damage from moisture, dust, or theft.

Quality Control:
Before selling any sewing machine, it is thoroughly tested to ensure it meets quality standards. This reduces the likelihood of customer complaints and returns.

3. CUSTOMER SAFETY PRECAUTIONS

Product Demonstrations:
Customers are given proper demonstrations on how to use sewing machines safely. This includes instructions on avoiding common hazards, such as needle injuries or electric shocks.

Clear Instructions:
User manuals with clear safety instructions are provided with every sewing machine sold. Customers are encouraged to read and follow these guidelines.

Child Safety Measures:
Customers are advised to keep sewing machines out of reach of children to prevent accidents.

4. DATA AND INFORMATION SECURITY

Confidentiality:
Customer information, such as contact details and purchase history, is kept confidential and protected from unauthorized access.

Secure Transactions:
For online sales, secure payment gateways are used to protect customers' financial information from fraud or theft.

5. WORKPLACE PRECAUTIONS

Ergonomic Workstations:

Employees are provided with ergonomic chairs and workstations to prevent strain or injuries from prolonged sitting or repetitive tasks.

Clean and Organized Workspace:

The workspace is kept clean and organized to prevent accidents, such as tripping over tools or equipment.

First Aid Kits:

First aid kits are readily available in case of minor injuries, and employees are trained in basic first aid procedures.

6. ENVIRONMENTAL PRECAUTIONS

Waste Management:

Proper disposal of waste materials, such as packaging and damaged parts, is ensured to maintain a clean and eco-friendly environment.

Energy Efficiency:

Energy-efficient practices, such as turning off unused equipment and lights, are encouraged to reduce energy consumption.

2.4. INTRODUCTION TO ORGANIZATION APPARATUS

In an organization like **Ramisco Global Concept**, which specializes in the sale and maintenance of domestic sewing machines, various apparatus (tools, equipment, and systems) are used to ensure smooth operations, enhance productivity, and deliver quality services to customers. These apparatus are essential for daily activities, ranging from sales and customer service to technical support and inventory management. Below is an introduction to the key apparatus used in the organization and their functions:

1. SEWING MACHINES

Types: Manual, Electric, and Computerized Sewing Machines.

Functions:

Used for demonstrations to customers.

Tested and repaired by technicians to ensure functionality.

Sold to customers for domestic and small-scale tailoring purposes.

2. TECHNICAL TOOLS

Examples: Screwdrivers, pliers, lubricants, multimeters, and spare parts (needles, bobbins, belts, etc.).

Functions:

Used by technicians to repair and maintain sewing machines.

Essential for diagnosing and fixing mechanical or electrical issues.

Ensures machines are in optimal working condition before sale or after servicing.

3. COMPUTERS AND SOFTWARE

Examples: Desktop computers, laptops, and software like Microsoft Office, inventory management systems, and customer relationship management (CRM) tools.

Functions:

Used for managing sales records, customer data, and inventory.

Facilitates communication and marketing activities (e.g., email campaigns, social media management).

Helps in generating reports and analyzing business performance.

4. COMMUNICATION DEVICES
Examples: Telephones, smartphones, and email systems.
Functions:
Used for communicating with customers, suppliers, and team members.
Enables prompt response to customer inquiries and complaints.
Facilitates coordination between departments.

5. INVENTORY MANAGEMENT TOOLS
Examples: Barcode scanners, inventory tracking software, and storage shelves.
Functions:
Tracks stock levels of sewing machines and accessories.
Ensures timely replenishment of products to avoid stockouts.
Helps in organizing and locating items in the warehouse.

6. MARKETING AND PROMOTIONAL TOOLS
Examples: Flyers, posters, social media platforms, and product catalogs.
Functions:
Used to promote sewing machines and attract customers.
Provides information about product features, prices, and discounts.
Enhances brand visibility and customer engagement.

7. PACKAGING AND SHIPPING EQUIPMENT
Examples: Packaging materials (boxes, bubble wrap, tape) and delivery vehicles.
Functions:
Ensures sewing machines are securely packed to prevent damage during transit.
Facilitates timely delivery of products to customers.
Enhances customer satisfaction by ensuring products arrive in good condition.

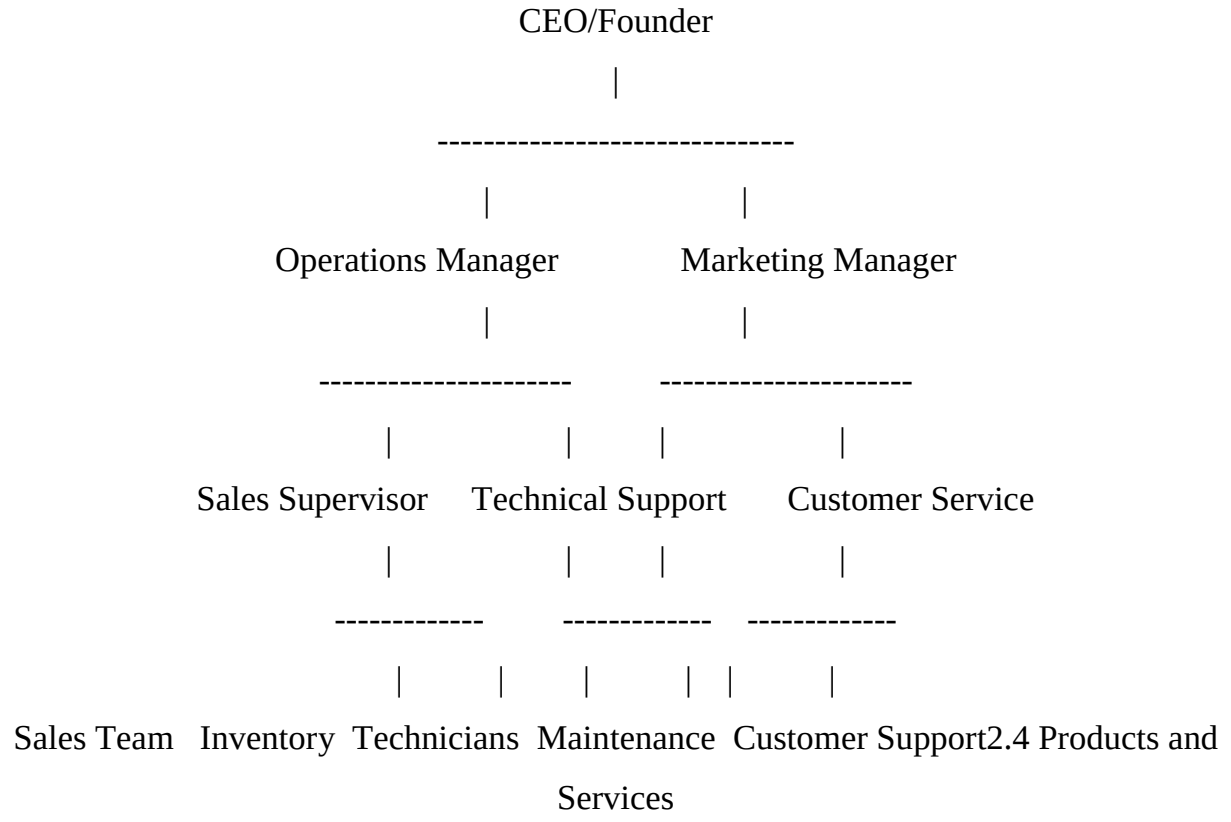
8. CUSTOMER SERVICE TOOLS
Examples: Feedback forms, CRM systems, and helpdesk software.
Functions:
Collects customer feedback to improve products and services.
Tracks customer interactions and resolves complaints efficiently.
Builds long-term relationships with customers.

9. SAFETY EQUIPMENT
Examples: Fire extinguishers, first aid kits, and protective gear (gloves, goggles).
Functions:
Ensures the safety of employees and customers in the workplace.
Prevents accidents and injuries during technical repairs or machine handling.
Complies with health and safety regulations.

10. DEMONSTRATION EQUIPMENT
Examples: Display tables, projectors, and sewing materials (fabrics, threads).
Functions:
Used to demonstrate the features and benefits of sewing machines to customers.
Helps customers understand how to operate the machines effectively.

2.4 ORGANIZATIONAL CHART OF RAMISCO GLOBAL CONCEPT

Ramisco Global Concept operates with a hierarchical structure, comprising the following departments:



KEY ROLES AND RESPONSIBILITIES

CEO/Founder

Oversees the overall operations and strategic direction of the company.

Makes high-level decisions and ensures the company achieves its goals.

Operations Manager

Manages day-to-day operations, including sales, inventory, and logistics.

Ensures smooth coordination between departments.

Marketing Manager

Develops and implements marketing strategies to promote sewing machines.

Oversees advertising, social media, and customer outreach programs.

Sales Supervisor

Leads the sales team to achieve sales targets.

Monitors customer feedback and ensures customer satisfaction.

Technical Support

Handles repairs, maintenance, and technical issues related to sewing machines.

Provides training to customers on machine usage.

Customer Service

Addresses customer inquiries, complaints, and feedback.

Ensures a positive customer experience.

Sales Team

Engages directly with customers to sell sewing machines and accessories.

Assists in product demonstrations and promotions.

Inventory Team

Manages stock levels and ensures the availability of products.

Handles the receipt and dispatch of goods.

Technicians and Maintenance Team

Repairs and maintains sewing machines.

Provides technical support to customers.

Customer Support Representatives

Interacts with customers to resolve issues and provide product information.

Ensures customer satisfaction and loyalty.

The company offers a wide range of domestic sewing machines, including:

Manual sewing machines

Electric sewing machines

Computerized sewing machines

Accessories and spare parts

CHAPTER THREE

3.1 TECHNICAL TRAINING EXPERIENCE

During my internship at **Ramisco Global Concept**, I had the opportunity to undergo **technical training** as part of my exposure to the organization's operations. This training was particularly valuable because it provided me with hands-on experience in understanding the mechanics, maintenance, and repair of domestic sewing machines. Below is a detailed account of my technical training experience:

1. INTRODUCTION TO SEWING MACHINES

Overview:

The training began with an introduction to the different types of sewing machines sold by the company, including **manual**, **electric**, and **computerized** models.

Key Learnings:

Understanding the basic components of a sewing machine (e.g., needle, bobbin, presser foot, feed dogs).

Learning about the differences between mechanical and electronic machines.

Familiarizing myself with the various brands and models available in the market.

---

2. DISASSEMBLY AND ASSEMBLY

Hands-On Practice:

I was trained on how to carefully disassemble and reassemble sewing machines to understand their internal mechanisms.

Key Learnings:

Identifying and removing parts such as the needle plate, bobbin case, and motor.

Learning the correct sequence for reassembling the machine to ensure proper functionality.

Gaining insight into how each component contributes to the overall operation of the machine.

---

3. TROUBLESHOOTING COMMON ISSUES

Common Problems:

The training covered common issues customers face, such as thread jams, skipped stitches, and machine noise.

Key Learnings:

Diagnosing the root cause of problems (e.g., incorrect threading, dull needles, or lint buildup).

Learning step-by-step troubleshooting techniques to resolve issues efficiently.

Understanding how to use tools like screwdrivers, pliers, and lubricants for repairs.

4. MAINTENANCE AND CLEANING

Routine Maintenance:

I was taught the importance of regular maintenance to ensure the longevity of sewing machines.

Key Learnings:

Cleaning the machine to remove dust, lint, and debris.

Lubricating moving parts to reduce friction and wear.

Replacing worn-out parts such as needles, belts, and bobbins.

5. ELECTRICAL COMPONENTS AND SAFETY

Electrical Systems:

The training included an overview of the electrical components of sewing machines, such as motors, switches, and wiring.

Key Learnings:

Understanding how to test electrical connections using a multimeter.

Learning safety precautions when handling electrical parts to avoid shocks or short circuits.

Identifying signs of electrical faults and knowing when to replace components.

6. CUSTOMER TRAINING AND SUPPORT

Teaching Customers:

Part of the technical training involved learning how to train customers on using their sewing machines effectively.

Key Learnings:

Demonstrating basic operations such as threading, stitching, and changing settings.

Providing tips for maintaining the machine at home.

Addressing common customer questions and concerns.

---

7. PRACTICAL REPAIR SESSIONS

Real-Life Scenarios:

I participated in practical repair sessions where I worked on actual customer machines under the supervision of experienced technicians.

Key Learnings:

Applying theoretical knowledge to real-world problems.

Developing problem-solving skills and attention to detail.

Gaining confidence in handling repairs independently.

---

8. DOCUMENTATION AND REPORTING

Record-Keeping:

I was trained on how to document repairs and maintenance activities for future reference.

Key Learnings:

Recording the issue, steps taken, and parts replaced.

Maintaining a log of customer machines for warranty and follow-up purposes.

Using software tools to track repair history and inventory.

3.2 CHALLENGES DURING TECHNICAL TRAINING

Complexity of Machines:

Understanding the intricate mechanisms of computerized sewing machines was initially challenging but became easier with practice.

Time Management:

Balancing hands-on training with other responsibilities required effective time management.

Customer Expectations:

Learning to explain technical issues in simple terms to non-technical customers was a skill I had to develop.

3.3 SKILLS ACQUIRED

Through the technical training, I gained the following skills:

Technical Proficiency: Understanding the mechanics and repair of sewing machines.

Problem-Solving: Diagnosing and fixing issues efficiently.

Customer Service: Teaching and supporting customers in using their machines.

Attention to Detail: Ensuring repairs are done accurately and thoroughly.

Safety Awareness: Handling tools and electrical components safely.

CHAPTER FOUR

4.1 CONCLUSION

The Student Industrial Work Experience Scheme (SIWES) at **Ramisco Global Concept** has been an invaluable experience that has significantly contributed to my personal and professional growth. Over the course of my internship, I gained practical knowledge and hands-on experience in various aspects of the organization, including sales, customer service, technical support, and inventory management. This opportunity allowed me to bridge the gap between theoretical learning and real-world application, providing me with a deeper understanding of how a retail and distribution company operates. The exposure to the daily activities of the organization has equipped me with skills that will be essential in my future career.

One of the most rewarding aspects of the program was the **technical training** I received. Learning about the mechanics, maintenance, and repair of domestic sewing machines was both challenging and enlightening. Under the guidance of experienced technicians, I developed problem-solving skills and gained confidence in handling technical issues. This training not only enhanced my technical proficiency but also taught me the importance of attention to detail and safety in a technical environment. Additionally, the opportunity to interact with customers and provide technical support helped me improve my communication and customer service skills, which are crucial in any professional setting.

However, the internship was not without its challenges. Adapting to the fast-paced nature of the organization and managing time effectively were initially difficult. Additionally, explaining technical concepts to non-technical customers required patience and clarity, which I developed over time. These challenges, though demanding, provided me with opportunities to grow and improve, making me more resilient and resourceful. The support and guidance from my supervisors and colleagues played a significant role in helping me overcome these obstacles and succeed in my tasks.

In conclusion, my SIWES experience at Ramisco Global Concept has been a transformative journey that has enriched my knowledge, skills, and confidence. I am grateful for the opportunity to learn from industry professionals, contribute to the organization, and apply my academic knowledge in a practical setting. This experience has not only prepared me for the challenges of the professional world but also inspired me to pursue excellence in my chosen field. I am confident that the lessons learned and skills acquired during this internship will serve as a strong foundation for my future career, and I look forward to applying them in meaningful ways.

4.2 RECOMMENDATION

Based on my experience during the SIWES program at Ramisco Global Concept, I would like to offer the following recommendations to improve the organization's operations and enhance the experience for future interns:

1. **Enhanced Technical Training for Interns:**
   While the technical training I received was comprehensive, I believe it could be further improved by introducing a more structured training program. For example, a detailed training manual or guidebook could be developed to help interns understand the technical aspects of sewing machines more systematically. Additionally, organizing regular workshops or hands-on sessions with experienced technicians would provide interns with more opportunities to practice and refine their skills. This would not only benefit the interns but also ensure that the organization has a pool of skilled individuals who can contribute effectively to its technical operations.

2. **Implementation of a Customer Relationship Management (CRM) System:**
   Ramisco Global Concept could benefit from adopting a CRM system to streamline customer interactions and improve service delivery. A CRM system would help the organization track customer inquiries, complaints, and feedback more

efficiently, ensuring that no customer is left unattended. It would also enable the sales and customer service teams to access customer history and preferences, allowing them to provide personalized service. This would enhance customer satisfaction and loyalty, ultimately contributing to the organization's growth and reputation.

3. **Expansion of Marketing Efforts:**
   While the organization has a strong presence in its local market, there is potential to expand its reach through more aggressive marketing strategies. For instance, leveraging digital marketing tools such as social media advertising, email campaigns, and search engine optimization (SEO) could help attract a wider audience. Additionally, participating in trade shows or community events could increase brand visibility and attract new customers. By investing in innovative marketing techniques, Ramisco Global Concept can tap into new markets and increase its customer base.

4. **Regular Team-Building Activities:**
   To foster a more collaborative and motivated workforce, I recommend organizing regular team-building activities for employees. These activities could include workshops, outings, or team challenges that encourage communication, trust, and teamwork among staff members. A cohesive and motivated team is essential for achieving organizational goals and maintaining a positive work environment. Such activities would not only improve employee morale but also enhance productivity and job satisfaction.

REFERENCES

Ramisco Global Concept Company Handbook

SIWES Program Guidelines

Relevant textbooks and online resources