



KWARA STATE POLYTECHNIC

P.M.B 1375, ILORIN NIGERIA

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

HELD AT:

NEW BEEJAY AUTOS NIGERIA LIMITED

PREPARED BY:

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SUBMITTED TO:

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REQUIREMENT FOR THE AWARD OF NATIONAL
DIPLOMA (ND).**

FROM

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PREFACE

This contain a written report of the work done by me during the four-month industrial attachment with one of the best Organization In Ilorin, which is New Beejay Autos Nigeria Limited.

This work goes further to share the experience I had in the station.

This summarize all the things I learnt and the problems encountered by me, my recommendation and conclusion of all my work.

DEDICATION

This report is dedicated to Almighty God for his mercy and protection on me throughout the program.

ACKNOWLEDGMENT

All glory, honor and adoration goes to the Almighty God for mercy received during the course of my study and when undergirding my Industrial Training.

My appreciation also goes to my industrial based lecturer, whose accessibility, untiring effort, patients and guidance and suggestions fabulously contributed to the Completion of this report, may God continue to guide and protect them and their family.

My special thanks also go to my families (THE SPECIAL OLAJIDE'S) for their support, both morally and financially, before and during my SIWES program, I shall forever be grateful. May you live long enough to reap the fruit of your labour (Amen)

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CHAPTER ONE

INTRODUCTION TO SIWES

SIWES Is an acronym for students industrial work experience scheme, SIWES is an effective instrument used for exposing students to the relative of the work environment in Nigeria especially and the world in general in their various professions so as to achieve the needed technological advancements for the nation this the skins is a pastoral program involving universities polytechnics and technical college for students of various institution in Nigeria it is run jointly by the industrial training fund ITF

Some of the aims of SIWES are;

To provide for student opportunity to be involved in practical aspects of their respective disciplines does bridging the gap between the theoretical aspects taught in class and the real-world solution

To expose students to latest developments and technological innovation in their chosen profession

To prepare students for industrial working environment they are likely to meet after graduation

BRIEF HISTORY OF SIWES

The students industrial work experience scheme **(SIWES)** is a skill training program designed to expose and prepare students of Universities, polytechnics, colleges of technology and others for

The industrial work experience they are likely to meet after Graduation.

The scheme also afford students the opportunity of familiarity And exposing themselves to the needed experience in handling Equipment and machineries that are usually not available in their Institutions, the industrial training fund (**ITF**) funded the scheme During its formative year in 1973/74. But, as the financial Involvement became unbearable to the fund, it from the Scheme ‘n 1978. The federal government handed over the scheme in 1979 to both the national understates commissioners (**NUC**) and the National board for technical education (**NBTE**). Later, the federal Government in November 1984 revert the management and Implementation of the **SIWES** program to **ITF** and it was effectively Taken over by the industrial training fund in July 1985 with the Funding been solely borne by the federal government.

IMPORTANCE AND OBJECTIVES OF SIWES

In regards to the SIWES handbook, the specific objectives and Importance of the SIWES are to:

- Provide an avenue for students in institutions of higher Learning to acquire industrial skills and experience in their Course of study
- Prepare students for the industrial work experience they are To undergo after graduation
- Provide students with an opportunity to apply their knowledge in real work situation thereby bridging the gap

between Theory and practice. To satisfy accreditation requirements set by NBTE.

- To provide students an opportunity to see the real world of their discipline and consequently bridge the gap between the Classroom and real work situation.
- To enable students assess interest suitable for their chosen Profession.

CHAPTER TWO

INTRODUCTION

I, **OLAJIDE JOSEPH BOLUWATIFE**, began my industrial attachment on the Saturday 28th September, 2024. I obtained placement with the **NEW BEEJAY AUTOS NIGERIA LIMITED**, located No 5, Off Awolowo Way Tanke Ilorin, Kwara State. My industrial attachment ended on Saturday 30th November, 2024, making Nine Weeks.

HISTORY OF NEW BEEJAY AUTOS NIGERIA LIMITED

New Beejay Autos Nigeria Limited is a registered automotive company situated in Ilorin No 5, Off Awolowo Way Tanke Ilorin, Kwara State, likely specializing in the sale, and possibly servicing, of vehicles. As a limited liability company, it is registered under the Corporate Affairs Commission (CAC) of Nigeria. Depending on their business model, New Beejay Autos could focus on new car sales, offering a range of vehicles from various manufacturers, or they might deal in fairly used (imported) cars, a common segment in the Nigerian market. They may also provide after-sales services such as vehicle maintenance, repairs, and the sale of spare parts. To facilitate sales, New Beejay Autos would likely have a physical showroom or car lot, and increasingly, an online presence through a website or social media platforms where they showcase their inventory and pricing. Customers can likely obtain financing options through partnerships with local banks and financial institutions to make vehicle ownership more accessible. The company's success hinges on factors like competitive pricing, the

quality of vehicles offered, and the reliability of their after-sales service.

ADMINISTRATIVE AND OPERATIONAL STRUCTURE

Board of Directors: The highest level of governance. The board sets the strategic direction of New Beejay Autos, approves major investments, and oversees the performance of the executive management team. They are responsible for ensuring the company complies with all relevant laws and regulations. The board is composed of shareholders or their representatives.

Managing Director/Chief Executive Officer (CEO): The CEO is responsible for the day-to-day management of the entire company. They implement the strategic direction set by the board, manage the executive team, and are the public face of New Beejay Autos. The CEO is accountable for the company's profitability, growth, and overall success.

Chief Financial Officer (CFO): Oversees all financial aspects of the company, including accounting, budgeting, financial planning, and reporting. The CFO ensures the financial stability and compliance of New Beejay Autos.

Head of Human Resources (HR): Responsible for managing all aspects of the employee lifecycle, including recruitment, training, compensation, benefits, and employee relations. HR ensures that New Beejay Autos has a skilled and motivated workforce. They also handle compliance with labor laws.

Head of Marketing & Sales: Develops and executes marketing strategies to promote New Beejay Autos' vehicles and services. This includes advertising, promotions, public relations, and digital marketing. They also oversee the sales team and are responsible for achieving sales targets.

Head of Operations: Manages the day-to-day operations of the company, ensuring efficiency and effectiveness in all areas, from vehicle procurement to service delivery.

Sales Department: Responsible for selling vehicles to customers. This department is typically divided into sales teams, each with sales representatives who interact directly with customers, provide product information, negotiate prices, and close sales. They may specialize in new car sales, used car sales, or fleet sales.

Marketing Department: Executes the marketing strategies developed by the Head of Marketing & Sales. This includes creating advertising campaigns, managing social media, organizing promotional events, and conducting market research.

Service/Technical Department: Provides maintenance, repairs, and servicing for vehicles. This department employs skilled technicians and mechanics who diagnose and fix vehicle problems. They also handle warranty repairs and provide routine maintenance services. The service department generates revenue through service charges and the sale of spare parts.

Parts Department: Manages the inventory of spare parts and accessories. They are responsible for procuring parts, storing them

safely, and distributing them to the service department and customers. Efficient parts management is crucial for timely vehicle repairs and customer satisfaction.

Finance/Accounting Department: Handles all financial transactions, including sales invoicing, accounts payable, accounts receivable, and payroll. They also prepare financial statements and reports for management and regulatory purposes.

Customer Service Department: Provides support to customers before, during, and after the sale. They handle customer inquiries, resolve complaints, and ensure customer satisfaction. A strong customer service department is essential for building customer loyalty and generating repeat business.

Logistics/Procurement Department: Responsible for the procurement of vehicles, spare parts, and other materials. They also manage the logistics of transporting vehicles from ports to showrooms and delivering parts to service centers. Efficient logistics and procurement are crucial for minimizing costs and ensuring timely availability of products.

Security Department: Responsible for the security of the company's assets, including vehicles, buildings, and equipment. They employ security personnel who patrol the premises, monitor surveillance systems, and respond to security incidents. Security is particularly important in the Nigerian context due to the risk of theft and vandalism.

CHAPTER THREE

TECHNICAL TRAINING EXPERIENCE

During My SIWES program at New Beejay Autos Nigeria, Limited, I do so much work and I acquired a lot of friends below is a summary of the work done and experience obtained

WEEK 1

I was taught and advice how to behave well at work, how to dress and how to communicate to people and focus on what we sell (cars) and so far I have also learned the act of division of labour in order to take care of our office and the surroundings.

WEEK 2

I learned about company product's (cars) and their features also with their pricing, I also familiarized myself with sales software and system and we went out to give out stickers to car company who don't have the associations sticker in their car and there is a penalty for those who don't have these stickers they have sticker in the car they sell.

WEEK 3

I learned how to keep what we sell safe (cars) for example while washing them there are some parts of the car that needs to be rinse properly to avoid problems like water drop or cracked windscreen. And I was taught the importance of some particular areas in the car and their usefulness an example is a bonet protector guides the bonet from being pressed by a person who doesn't know how it's being.

WEEK 4

I learned how to approach people in term of business how to negotiate and advertise more of what we sell and what we strive to achieve which is our customer's satisfaction. And also the CEO shared a little story about how he started his car business and some obstacles he encountered before becoming the CEO of his own car business and told us to learn from it.

WEEK 5

Our manager conducted a vehicle walk around presenting the car features and I created social media content for dealership promotions and also accompanied sales consultant on customer appointments.

WEEK 6

I observed service department operation also inspected vehicles for quality control, I learned about warranty and maintenance procedures and I assisted sales consultants with deal finalized on and also learned about sales commission structure.

WEEK 7

I faced the issue of communicating with my colleagues and customer and balancing multiple task also proved difficult my supervisor has been help on that level and establishing relationships with colleagues and customer required effort, team building activities and guidance on interpersonal skills would facilitate stronger connections.

WEEK 8

I learned that tardiness results to missed training sessions or important discussions and it also disrupts team productivity causing delays and inconvenience it also affect professional image and credibility. I fixed tardiness by sticking to a schedule allowing for contingencies and also prioritize tasks, set realistic goals and delegate when necessary.

WEEK 9

We sold one of our cars with my boss great marketing skills the car was bought and the following day the car was swapped with another car of a lower standard with some issues of its own so my boss had to call in his mechanic and we also took care of our surrounding and washed the car's we had on our stand.

WEEK 10

I followed a customer to do a test drive on one of our cars and gave her the features it has and we took one of our car for a check at our mechanic he to a look and sorted out problem we had with the car.

CHAPTER FOUR

EXCLUSIVE SUMMARY

BENEFITS

- I become more enlightened by encountering and getting familiar with different cars.
- I was able to relate most of my theoretical aspect taught in the class to the physical aspect in the organization.
- I have improved on how to talk to my clients.
- I have also improved on marketing skills.
- I also learned how to buy and sell well.
- I also learned to transport what we sell from any country to ours.

WORK CARRIED OUT WITH CLEAR STATEMENT

I experience in the following as a staff of New Beejay Autos Nigeria Limited:

- i. Learned about financial options and insurance
- ii. I learned about company product's (cars) and their features with pricing
- iii. I learned the importance of some particular area in the cars and their usefulness
- iv. I learned how to keep what we sell safe (cars)

CHAPTER FIVE

CHALLENGES ENCOUNTER

There are some challenges I encountered during my Siwes program which has depressingly affected the growth and development of the scheme, some of the problems include;

1. Mastering practical skill such as vehicle inspection and repair procedure require significant practice
2. Issue of communicating with my colleagues and customers
3. Balancing multiple task also proved difficult my supervisor has been of help on that level
4. My personal responsibilities trying to balance work and personal life sometimes led to tardiness in which I had to work on
5. Inadequate funding of the scheme.
6. Negligence arising from the institution coordinators of the scheme.
7. Lack of cooperation from employees/trainees.
8. Insufficient professionals in the scheme.

Another challenge was lack of consecration more student lack concentration due to their supervisors refuse to give them full attention to the students by passing and explaining things to them claiming that schedule is tight when on duty

Lastly, was the problem of transportation because my place of attachment was a little bit far from my residence.

So many challenges was face but to mention the few.

RECOMMENDATIONS AND CONCLUSION

Going through some of the experience gained during the Program, I will recommend that there is need for Improvement On some of the activities, both in New Beejay Autos Nigeria Limited where I served and the school.

- The time duration for the program should be extended for more than two months.
- Students' Industrial Works Experience Scheme (SIWES) needs to be strengthened by all concerned stakeholder in order for its objectives to be fully realized.
- Regular monthly allowances for students on attachment should be paid promptly.
- Organizations should always accept students for SIWES and subsequently assign them to relevant jobs.
- Experience staff should always be made to train the students on attachment
- There should be more funding of the scheme by the government in order for it to be more effective.
- The companies should put in place all the necessary facilities needed to enhance the knowledge of the student in industrial attachment.
- It will be of great benefit if the institution can create a platform whereby student can obtain pre-SIWES knowledge or excursion programs, before student embark for general 6 months industrial training programme.

CONCLUSION

SIWES was established to provide opportunities for students to be involved in the practical aspect of their respective disciplines in the industrial working environments. During my 2-month industrial Training, I gained a wide range of experience from the various assignments undertaken such as how to behave well at work, how to dress and how to communicate to people and focus on what we sell (cars) and so far I have also learned the act of division of labour in order to take care of our office and the surroundings.

About company product's (cars) and their features also with their pricing, I also familiarized myself with sales software and system and we went out to give out stickers to car company who don't have the associations sticker in their car and there is a penalty for those who don't have these stickers they have sticker in the car they sell.

How to keep what we sell safe (cars) for example while washing them there are some parts of the car that needs to be rinsed properly to avoid problems like water drop or cracked windscreen. And I was taught the importance of some particular areas in the car and their usefulness an example is a bonnet protector guides the bonnet from being pressed by a person who doesn't know how it's being.

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