



A TECHNICAL REPORT
STUDENT INDUSTRIAL WORKING EXPERIENCE SCHEME
(SIWES)

Held at
GEO FREEDOM BOOKS AND STATIONERIES

Prepared by:
IBRAHIM KABIRAT AYONI
ND/23/PSM/FT/0156

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, wisdom and who is rich in mercy.

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 God and also to my guides (MR & MRS. IBRAHIM), 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 mentors for their 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 brother and sister.

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

Title page	i
Dedication	ii
Acknowledgements	iii
Table of content	iv

CHAPTER ONE: INTRODUCTION

- 1.1 Background of SIWES
- 1.2 History of SIWES
- 1.3 Objectives of SIWES
- 1.4 Objectives of store

CHAPTER TWO: EXPERIENCE AND OBSERVATIONS

- 2.1 Benefits Derived from the SIWES Programme
- 2.2 Overview of the Store
- 2.3 Precautionary Measures in the store
- 2.4 Introduction to Store Operations and Key Tools
- 2.5 Geo Freedom Books and Stationeries Store

CHAPTER THREE: PROCUREMENT AND SUPPLY MANAGEMENT IN CHITOS SUPERMARKET AND STORE

- 3.1 Overview of Procurement Processes
- 3.2 Supply Chain Management in the Enterprise
- 3.3 Challenges in Procurement and Supply Management
- 3.4 Solutions and Recommendations

CHAPTER FOUR: LESSONS LEARNED AND PERSONAL REFLECTIONS

4.1 Key Lessons Learned

4.2 Personal Reflections

CHAPTER FIVE: CONCLUSION AND RECOMMENDATIONS

5.1 Summary of Experience

5.2 Conclusion

5.3 Recommendations

REFERENCES

CHAPTER ONE

1.1 BACKGROUND OF SIWES

The Student Industrial Work Experience Scheme (SIWES) is a skill development program designed to prepare students of universities, polytechnics, and colleges of education for the industrial work situation they are likely to encounter after graduation. Established by the Industrial Training Fund (ITF) in 1973, SIWES bridges the gap between theory and practice by providing students with the opportunity to gain hands-on experience in their chosen fields. The program is mandatory for students in engineering, technology, science, and other related disciplines, as it equips them with practical skills and exposure to real-world work environments.

Students Industrial Work Experience Scheme (SIWES) is a Skills Training Program designed to prepare and expose Students of Universities, Polytechnics, Colleges of Technology, Colleges of Agriculture and Colleges of Education for the Industrial Work situation they are likely to meet after graduation. The Scheme affords Students the opportunity of familiarizing and exposing themselves handling equipment and machinery that are usually not available in their institutions.

The Student Industrial Work Experience Scheme (SIWES) is a program designed to provide students with practical exposure to their chosen fields of study. It bridges the gap between theoretical knowledge acquired in academic institutions and the practical skills required in the workplace. This report documents my experience during the SIWES program at Chitos supermarket and store, focusing on procurement and supply management in the foodstuff sector.

1.2 HISTORY OF SIWES

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. The program was created to address the lack of practical skills among graduates and to ensure that students are adequately prepared for the demands of the labor market. Over the years, SIWES has become a mandatory part of the curriculum for students in professional disciplines.

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 SIWES

The primary objectives of SIWES include:

- To expose students to real-world work environments.
- To equip students with practical skills relevant to their fields of study.
- To foster a smooth transition from academic life to professional careers.
- To enhance students' understanding of workplace ethics and responsibilities.

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.

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 STORE

Geo Freedom Books and Stationeries Stores is a retail business specializing in the sale of books, stationery, and educational materials. The store serves students, professionals, and educational institutions, providing a wide range of products to meet their needs. Efficient procurement and supply chain management are critical to the store's success, ensuring the availability of products and customer satisfaction.

2.3 PRECAUTIONARY MEASURES IN THE STORE

In a **books and stationery store** like **Geo Freedom Books and Stationeries Stores**, implementing **precautionary measures** is essential to ensure the safety of customers, staff, and products, as well as to maintain a secure and efficient working environment. Below are key precautionary measures that should be taken:

1. Safety Measures for Customers and Staff

Fire Safety:

- Install fire extinguishers and smoke detectors in strategic locations.
- Conduct regular fire drills to ensure staff are familiar with evacuation procedures.
- Keep fire exits clear and accessible at all times.

First Aid:

- Maintain a well-stocked first aid kit in an easily accessible location.
- Train staff on basic first aid procedures for minor injuries.

Slip and Fall Prevention:

- Place anti-slip mats in areas prone to spills (e.g., near entrances or water dispensers).
- Display warning signs for wet floors during cleaning.
- Ensure aisles and walkways are free of clutter.

Child Safety:

- Ensure sharp or hazardous items (e.g., scissors, staplers) are stored out of reach of children.

- Supervise children in the store to prevent accident

2. Security Measures

Theft Prevention:

- Install CCTV cameras to monitor the store and deter theft.
- Use Electronic Article Surveillance (EAS) systems to prevent shoplifting.
- Train staff to be vigilant and report suspicious behavior.

Cash Handling:

- Limit the amount of cash kept in registers and use a drop safe for excess cash.
- Implement a two-person rule for opening and closing the store to ensure accountability.

Access Control:

- Restrict access to storage areas and offices to authorized personnel only.
- Use key cards or biometric systems for secure access.

3. Health and Hygiene Measures

Sanitization:

- Provide hand sanitizers at the entrance and checkout counters.
- Regularly clean and disinfect high-touch surfaces (e.g., counters, door handles, POS terminals).

Air Quality:

- Ensure proper ventilation in the store to maintain good air quality.
- Use air purifiers if necessary, especially in enclosed spaces.

Waste Management:

- Place trash bins at convenient locations and ensure they are emptied regularly.
- Dispose of waste properly to prevent pests and odors.

4. Product Safety Measures

Storage:

- Store heavy items on lower shelves to prevent them from falling.
- Use proper packaging to protect fragile items (e.g., glass pens, decorative stationery).

Labeling:

- Clearly label products with prices, usage instructions, and safety warnings.
- Use safety data sheets (SDS) for chemical-based products (e.g., correction fluids).

5. Operational Safety Measures

Equipment Maintenance:

- Regularly inspect and maintain equipment (e.g., POS systems, printers, barcode scanners).
- Train staff on the proper use of equipment to prevent accidents.

Ergonomics:

- Provide ergonomic furniture (e.g., chairs, desks) for staff to prevent strain or injury.
- Encourage staff to take breaks and avoid prolonged standing or repetitive motions.

Emergency Preparedness:

- Develop an **emergency response plan** for incidents such as fire, theft, or medical emergencies.
- Display emergency contact numbers (e.g., fire service, police, ambulance) in visible locations.

6. Cybersecurity Measures

Data Protection:

- Use secure software for inventory management and financial transactions.
- Regularly update systems to protect against cyber threats.

Password Security:

- Implement strong password policies for all devices and accounts.
- Train staff on recognizing phishing attempts and other cyber risks.

7. Customer Awareness

Signage:

- Display clear signs for safety instructions (e.g., "No Smoking," "Watch Your Step").
- Use signs to guide customers to emergency exits and first aid stations.

Communication:

- Inform customers about safety measures (e.g., sanitization protocols, social distancing).
- Provide assistance to customers with disabilities or special needs.

2.4 APPARATUS USED IN THE STORE

In a books and stationery store like Geo Freedom Books and Stationeries Stores, various apparatus and equipment are used to ensure smooth operations, efficient inventory management, and excellent customer service. Below is a detailed list of common apparatus and their functions:

1. Inventory Management Tools

Barcode Scanners:

Function: Used to scan barcodes on products for quick and accurate inventory tracking.

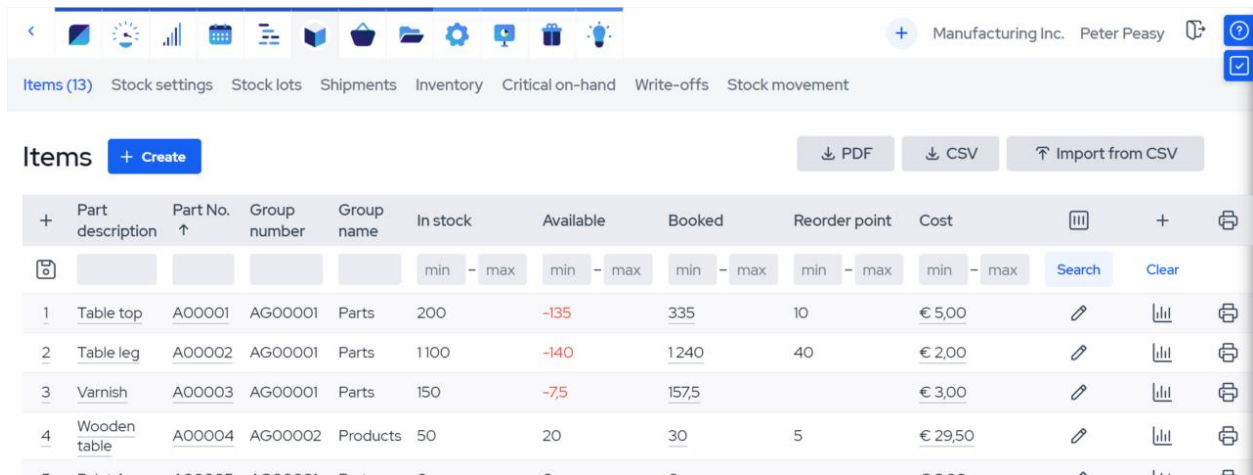
Importance: Reduces manual errors and speeds up stock-taking processes.



2. Inventory Management Software:

Function: Digital tools (e.g., Excel, QuickBooks, or specialized software) used to track stock levels, orders, and deliveries.

Importance: Provides real-time data on inventory, helping to avoid overstocking or stockouts.



The screenshot shows a web-based inventory management system. At the top, there's a navigation bar with icons for various functions and a user profile for 'Manufacturing Inc. Peter Peasy'. Below this is a breadcrumb trail: 'Items (13) > Stock settings > Stock lots > Shipments > Inventory > Critical on-hand > Write-offs > Stock movement'. The main section is titled 'Items' with a '+ Create' button. To the right are buttons for 'PDF', 'CSV', and 'Import from CSV'. Below this is a table with the following columns: Part description, Part No. (with an up arrow), Group number, Group name, In stock (with min and max sub-columns), Available (with min and max sub-columns), Booked (with min and max sub-columns), Reorder point (with min and max sub-columns), Cost (with min and max sub-columns), and action icons (edit, chart, print). The table contains four rows of data:

	Part description	Part No. ↑	Group number	Group name	In stock	Available	Booked	Reorder point	Cost			
					min - max	min - max	min - max	min - max	min - max	Search	Clear	
1	Table top	A00001	AG00001	Parts	200	-135	335	10	€ 5,00			
2	Table leg	A00002	AG00001	Parts	1100	-140	1240	40	€ 2,00			
3	Varnish	A00003	AG00001	Parts	150	-75	157,5		€ 3,00			
4	Wooden table	A00004	AG00002	Products	50	20	30	5	€ 29,50			

3. Point of Sale (POS) Systems

POS Terminals:

Function: Used to process customer payments and track sales.

Importance: Provides data for inventory management and financial reporting.

Receipt Printers:

Function: Prints receipts for customers.

Importance: Enhances customer service and provides proof of purchase.



4. Storage Equipment

Shelving Units:

Function: Used to store books, stationery, and other products.

Importance: Organizes products for easy access and efficient space utilization.

Storage Bins and Containers:

Function: Used to store smaller items like pens, pencils, and erasers.

Importance: Keeps items organized and prevents loss or damage.



5. Packaging Equipment

Plastic Wrapping Machines:

Function: Used to wrap books and stationery for protection.

Importance: Ensures products remain in good condition during storage and transport.

Label Printers:

Function: Used to print labels for pricing and product information.

Importance: Helps in organizing products and providing clear information to customers.



6. Communication Tools

Telephones and Email Systems:

Function: Used to communicate with suppliers, vendors, and team members.

Importance: Facilitates smooth coordination and timely order placement.

Two-Way Radios:

Function: Used for internal communication among staff.

Importance: Improves efficiency in a fast-paced retail environment.



7. Cleaning and Maintenance Tools

Dusting Tools (Dusters, Microfiber Cloths):

Function: Used to clean shelves and products.

Importance: Maintains a clean and presentable store environment.

Vacuum Cleaners:

Function: Used to clean floors and carpets.

Importance: Ensures a hygienic and welcoming atmosphere for customers.



8. Security Systems

CCTV Cameras:

Function: Monitor the premises for security purposes.

Importance: Deters theft and ensures the safety of customers and products.



9. Customer Service Tools

Price Checkers:

Function: Used to check the prices of products.

Importance: Provides quick and accurate information to customers.

Customer Feedback Kiosks:

Function: Allow customers to provide feedback on services.

Importance: Helps improve service quality and customer satisfaction.

10. Office Equipment

Computers and Printers:

Function: Used for administrative tasks, such as managing inventory, processing orders, and printing documents.

Importance: Essential for day-to-day operations and record-keeping.

Shredders:

Function: Used to dispose of sensitive documents securely.

Importance: Protects customer and business information.



11. Furniture and Display Units

Display Stands and Racks:

Function: Used to showcase books, stationery, and promotional items.

Importance: Attracts customers and increases sales.

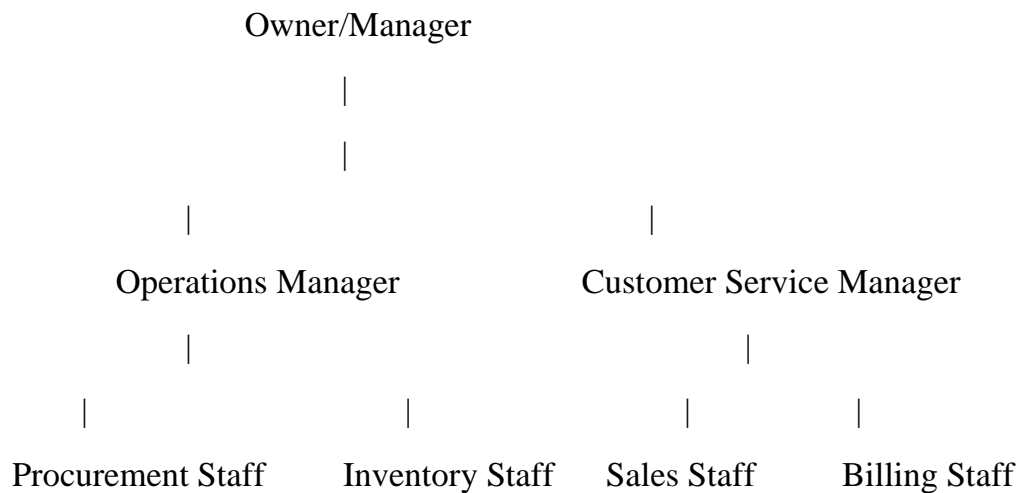
Counters and Checkout Desks:

Function: Provide a workspace for staff and a point of interaction with customers.

Importance: Enhances customer service and streamlines the checkout process.



2.5 ORGANIZATIONAL CHART OF GEO FREEDOM BOOKS AND STATIONERIES STORE



Roles and Responsibilities

1. Owner/Manager

Role: Oversees the overall operations of the store.

Responsibilities:

Strategic planning and decision-making.

Financial management and budgeting.

Ensuring customer satisfaction and business growth.

2. Operations Manager

Role: Manages day-to-day operations and ensures smooth functioning of the store.

Responsibilities:

Supervising procurement and inventory staff.

Ensuring all equipment and systems are functioning properly.

Managing logistics and supply chain activities.

3. Customer Service Manager

Role: Ensures a positive customer experience.

Responsibilities:

Supervising sales and billing staff.

Handling customer complaints and feedback.

Training staff on customer service best practices.

4. Procurement Staff

Role: Responsible for sourcing and purchasing products.

Responsibilities:

Identifying and evaluating suppliers.

Negotiating prices and terms with vendors.

Ensuring timely delivery of products.

5. Inventory Staff

Role: Manages stock levels and ensures proper storage of products.

Responsibilities:

Monitoring inventory levels and placing orders when necessary.

Conducting regular stock audits.

Maintaining accurate records of inventory.

6. Sales Staff

Role: Handles customer interactions and sales transactions.

Responsibilities:

Assisting customers with product selection.

Processing sales transactions at the checkout counter.

Maintaining a clean and organized store environment.

7. Billing Staff

Role: Manages billing and payment processes.

Responsibilities:

Calculating charges and generating bills.

Processing payments and issuing receipts.

Maintaining accurate records of transactions.

Key Relationships

The Owner/Manager oversees both the Operations Manager and Customer Service Manager, ensuring smooth coordination between operations and customer service.

The Operations Manager works closely with Procurement Staff and Inventory Staff to ensure the availability of products and efficient supply chain management.

The Customer Service Manager collaborates with Sales Staff and Billing Staff to ensure a seamless customer experience.

This organizational chart provides a clear structure for managing Geo Freedom Books and Stationeries Store. Each role is essential for ensuring efficient operations, maintaining inventory, and delivering excellent customer service. Proper coordination and communication between roles are key to the success of the business.

CHAPTER THREE

3.1 OVERVIEW OF PROCUREMENT PROCESSES

Procurement in the enterprise involves sourcing high-quality books and stationeries from reliable suppliers. The process includes:

- Identifying suppliers and negotiating contracts.
- Placing orders and ensuring timely delivery.
- Inspecting goods for quality and compliance with specifications.
- Managing vendor relationships to ensure long-term partnerships.

3.2 SUPPLY CHAIN MANAGEMENT IN THE ENTERPRISE

The supply chain management process ensures that products are delivered to customers efficiently. Key activities include:

- Inventory management to maintain optimal stock levels.
- Logistics and distribution to ensure timely delivery of goods.
- Monitoring and analyzing supply chain performance to identify areas for improvement.

3.3 CHALLENGES IN PROCUREMENT AND SUPPLY MANAGEMENT

Some of the challenges observed during my SIWES program include:

- Delays in delivery from suppliers.
- Fluctuations in product prices due to market conditions.
- Difficulty in maintaining consistent quality across suppliers.
- High competition in the retail and food industry.

3.4 SOLUTIONS AND RECOMMENDATIONS

To address these challenges, the following solutions are recommended:

- Establishing long-term partnerships with reliable suppliers.
- Implementing advanced inventory management systems to track stock levels in real-time.
- Diversifying the supplier base to reduce dependency on a single source.
- Conducting regular training for staff on procurement and supply chain best practices.

CHAPTER FOUR

4.1 KEY LESSONS LEARNED

- The importance of effective communication in procurement and supply chain management.
- The role of technology in streamlining inventory and supply chain processes.
- The need for adaptability in addressing supply chain challenges.
- The value of teamwork and collaboration in achieving organizational goals.

4.2 PERSONAL REFLECTIONS

My SIWES experience has been both challenging and rewarding. I learned the importance of attention to detail in procurement and the critical role of supply chain management in ensuring customer satisfaction. This experience has deepened my understanding of the retail and food industry and prepared me for future career challenges.

CHAPTER FIVE

5.1 SUMMARY OF EXPERIENCE

My SIWES attachment at Geo Freedom Books and Stationeries Store provided me with a comprehensive understanding of procurement and supply management in a retail environment. I gained practical skills in inventory management, vendor negotiation, and supply chain optimization, which will be invaluable in my future career.

5.2 CONCLUSION

The SIWES program has been a transformative experience, equipping me with the knowledge and skills required to excel in the field of procurement and supply management. The exposure to real-world challenges and solutions has prepared me for the demands of the professional world. The SIWES program provided me with a unique opportunity to gain practical experience in procurement and supply chain management. Through my attachment at Esteem-G mall, I was able to apply the theoretical knowledge gained in the classroom to real-world scenarios.

The program enhanced my understanding of procurement processes, inventory management, supplier relationship management, logistics, and compliance. It also equipped me with essential skills such as problem-solving, communication, and teamwork, which are critical for success in the procurement and supply chain industry.

5.3 RECOMMENDATIONS

To enhance the effectiveness of the SIWES program, the following recommendations are proposed:

- Increase the duration of the program to allow for deeper immersion in the work environment.
- Provide students with more opportunities to participate in decision-making processes.
- Encourage organizations to assign mentors to guide students throughout the program.
- Incorporate regular feedback sessions to assess students' progress and address challenges.

REFERENCES

1. Supply Chain Management Review (SCMR). Articles and Case Studies. Available at: <https://www.scmr.com>](<https://www.scmr.com>
2. Monczka, R. M., et al. (2015). Purchasing and Supply Chain Management. Cengage Learning.
3. Chartered Institute of Procurement & Supply (CIPS). What is Procurement? Available at: <https://www.cips.org>](<https://www.cips.org>
4. Chopra, S., & Meindl, P. (2016). Supply Chain Management: Strategy, Planning, and Operation. Pearson Education.
5. Lysons, K., & Farrington, B. (2016). Procurement and Supply Chain Management. Pearson Education.