



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

**CONDUCTED  
AT  
EASY BEST BRIGHT WAY COMPANY LIMITED CITY  
*KWARAPOLY ROAD, ELEKO, ILORIN, KWARA STATE.***

**PRESENTED BY:  
ISAAC MARY OLUWABUSAYO  
ND/23/PSM/PT/0009**

**SUBMITTED TO:  
DEPARTMENT OF PROCUREMENT AND SUPPLY-CHAIN MANAGEMENT,  
INSTITUTE OF FINANCE AND MANAGEMENT STUDIES,  
KWARA STATE POLYTECHNIC, ILORIN.**

**IN PARTIAL FULFILMENT OF THE REQUIREMENT FOR THE AWARD OF  
NATIONAL DIPLOMA (ND) IN PROCUREMENT AND SUPPLY CHAIN  
MANAGEMENT**

**AUGUST-DECEMBER, 2024**

## **DEDICATION**

I am dedicating this SIWES report to God, the most gracious and the most merciful.

Also dedicated to my parents, for the love, prayer, and support and making me confident and bold during the period of internship.

## **ACKNOWLEDGEMENT**

All adorations unto the Almighty God for the preservation of my soul and for the great things He has done in my life from childhood till this moment.

I'm grateful to my parents; **Mr. and Mrs. ISAAC** for their love, care, encouragement and financial supports. May the good Lord keep them alive to witness the successful completion of my programme.

Special thanks to the HOD of my department, Kwara State Polytechnic, Ilorin for his quality leadership and the Staff of the department at large.

At this juncture, I deeply appreciate **EASY BEST BRIGHT WAY COMPANY LIMITED** Supervisor for the ultimate guidance, teaching, motivation provided towards the successful completion of the SIWES. The gratitude is duly extended to entire Staff of the Organization for their immense contribution.

## **REPORT OVERVIEW**

*This is a technical report for the Students' Industrial Work Experience (SIWES) programme carried out at **EASY BEST BRIGHT WAY COMPANY LIMITED** located at Kwarapoly Road, Eleko, Ilorin, Kwara State within the period of Four months. The report comprises the background of SIWES, the description of the organization, its aims and objectives, the experiences gained as an industrial training student and the summary, conclusions and recommendations. It has a total of 5 chapters with sub-chapters. It also has the preliminary pages, such as the title page, report overview and table of contents, Summary of activities carried out, Problems encountered and recommendations on the improvement of scheme.*

## **TABLE OF CONTENTS**

Title Page

Dedication

Acknowledgment

Report Overview

### **CHAPTER ONE**

1.1 Introduction

1.2 General Backgrounds of SIWES

1.3 Objectives of SIWES

### **CHAPTER TWO**

2.1 Location and brief history of the establishment

2.2 Objectives of establishment

2.3 Organizational structure of the establishment

2.4 Various departments/Unit and their Functions

### **CHAPTER THREE**

3.1 Activities carried out during the attachment

### **CHAPTER FOUR**

4.1 Continuation of the work carried out

### **CHAPTER FIVE**

5.1 Summary

5.2 Problems encountered during the program

5.3 Suggestions for the improvement of the scheme

5.4 Conclusion

## **1.0**

## **CHAPTER ONE**

### **1.1 SIWES INTRODUCTION**

The Students' Industrial Work Experience Scheme (SIWES) is an accepted skill training program which forms part of the approved minimum academic standard in various programs for all Institutions in Nigeria.

It is an effort to bridge the gap in between theory and practical of Engineering and Technology, Science, Agriculture, Management and other professional educational program in the Nigeria Institutions.

### **1.2 GENERAL BACKGROUND OF SIWES**

**SIWES** was established by Industrial Training Fund (I.T.F) in 1973 to solve the problem of lack of adequate practical skills. SIWES is funded by Federal Government of Nigeria and operated by I.T.F, the coordinating Agencies; Nigeria Universities Commission (N.U.C), National Council for Colleges of Education (N.C.C.E), National Board for Technical Education (N.B.T.E).

The beneficiaries of SIWES include; Undergraduate students of Agric Technology, Engineering, Environmental Sciences, Education, Medical Sciences, Pure and Applied Science.

The duration for the program varies, thus: 4 months for Polytechnics & Education and 6 months for Universities.

### **1.3 OBJECTIVES OF SIWES**

The Industrial Training Fund's Policy Document No 1 of 1973 outlined the following objectives;

- 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 situation they are to meet after graduation.
- Make the transition from school to the world of work easier.

## 2.0

## CHAPTER TWO

### 2.1 LOCATION AND BRIEF HISTORY OF ESTABLISHMENT

**EASY BEST BRIGHT WAY COMPANY LIMITED** is strategically located Kwarapoly Road, Eleko, Ilorin, Kwara State. This prime location allows the company to serve as a central hub for retail and wholesales activities, providing a wide range of products to the community. The company's establishment is part of the broader retail development in Ilorin, which has seen significant growth in recent years. Ilorin itself has a rich history, having been an important trade center in the past, known for its vibrant markets and economic activities. The city's strategic position in the heart of Nigeria makes it an ideal place for businesses like **EASY BEST BRIGHT WAY COMPANY LIMITED** to thrive. The founder recognized the potential for growth in the region and established the business with the aim of providing quality products and services to the community. Over time, **EASY BEST BRIGHT WAY COMPANY LIMITED** has become a household name in Ilorin, synonymous with reliability and customer satisfaction.

Historically, the supermarket was founded by an entrepreneur who saw an opportunity to fill a gap in the local retail market. He envisioned a store that would offer a wide selection of products under one roof, making shopping more convenient for residents. Since its inception, **EASY BEST BRIGHT WAY COMPANY LIMITED** has expanded its operations several times, increasing its product offerings and improving its services to meet the evolving needs of its customers.

## 2.2 OBJECTIVES OF ESTABLISHMENT

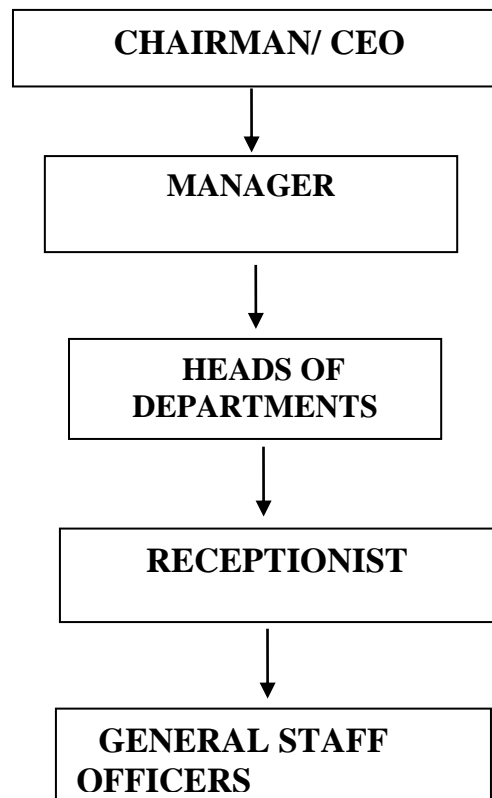
The primary objectives of **EASY BEST BRIGHT WAY COMPANY LIMITED** are multifaceted and designed to ensure the long-term success of the business while contributing positively to the community:

- **Providing Quality Products:** To offer a diverse selection of goods at competitive prices, ensuring customer satisfaction and loyalty. This includes maintaining high standards of product quality and freshness, particularly in perishable items. The supermarket sources products from reputable suppliers to ensure consistency in quality.
- **Economic Growth:** By creating jobs and stimulating local economic activity, the supermarket contributes to the overall development of Ilorin. This involves partnering with local suppliers to source products whenever possible, thereby supporting local businesses and contributing to the local economy.
- **Customer Service:** To maintain high standards of customer service, ensuring a welcoming and efficient shopping experience. This includes training staff to be courteous, knowledgeable, and responsive to customer needs. The supermarket aims to build long-term relationships with its customers by providing personalized service.
- **Community Engagement:** To engage with the local community through various initiatives and promotions, fostering a positive relationship with residents. This may involve sponsoring local events, offering discounts to students or seniors, and participating in community development projects. **Easy Best Bright Way Company Limited** believes in giving back to the community that supports it.
- **Innovation and Adaptation:** To stay competitive in a rapidly changing retail landscape, **Easy Best Bright Way Company Limited** aims to continuously innovate and adapt its operations. This includes embracing technology to improve customer experience and



operational efficiency. The supermarket is exploring digital platforms to enhance its services and reach a wider audience.

## 2.3 ORGANIZATION STRUCTURE



**Easy Best Bright Way Company Limited** operates with a hierarchical structure that includes several key components:

**Management Team:** Oversees overall operations, including strategic planning and decision-making. The management team sets the vision for the company and ensures that all departments are working towards common goals. They are responsible for setting policies, managing budgets, and overseeing major projects.

**Department Heads:** Responsible for managing specific departments such as sales, inventory, and customer service. Department heads are accountable for the performance of their teams and play a crucial role in implementing company

policies. They also provide feedback to the management team on operational issues and suggestions for improvement.

**Sales and Customer Service Staff:** Engage directly with customers, manage sales transactions, and handle customer inquiries. These staff members are the face of the supermarket and are critical in maintaining customer satisfaction. They are trained to provide excellent service, resolve customer complaints, and promote products effectively.

**Inventory and Logistics Team:** Manage stock levels, handle deliveries, and ensure efficient supply chain operations. This team is essential in maintaining the availability of products and managing costs associated with inventory management. They work closely with suppliers to negotiate better terms and ensure timely deliveries.

**Marketing Team:** Develops and implements marketing strategies to attract new customers and retain existing ones. The marketing team manages promotional activities, advertising campaigns, and social media presence. They analyze market trends and competitor activity to inform marketing decisions and stay competitive.

**Finance Department:** Manages financial operations, including budgeting, accounting, and financial reporting. The finance team oversees cash handling and ensures that all financial transactions are secure and transparent. They provide financial analysis to support business decisions and ensure compliance with financial regulations.

**Human Resources Department:** Responsible for recruitment, training, and staff development. The HR team manages employee relations, including resolving conflicts and ensuring compliance with labor laws. They develop policies to promote a positive work environment and employee well-being.

**Information Technology (IT) Department:** Manages the supermarket's IT infrastructure, ensuring that all systems are running smoothly.

### **3.0**

## **CHAPTER THREE**

### **3.1 ACTIVITIES CARRIED OUT DURING THE TRAINING**

During my SIWES programme at **Easy Best Bright Way Company Limited**, I was involved in a variety of tasks that provided me with valuable hands-on experience in the retail sector.

My primary responsibilities included assisting in the sales department, where I helped manage sales transactions, handled customer inquiries, and maintained product displays.

I also worked closely with the inventory team to ensure that stock levels were accurately tracked and replenished as needed.

Additionally, I participated in customer service activities, such as resolving customer complaints and providing product information to enhance customer satisfaction.

One of my key tasks was to conduct daily stock checks to identify any discrepancies in inventory levels. This involved using inventory management software to track stock movements and ensure that all products were accounted for.

I also assisted in receiving and processing shipments from suppliers, which included verifying the quantity and quality of goods received. These tasks not only helped me understand the operational aspects of retail management but also taught me the importance of attention to detail and effective communication in a fast-paced retail environment.

Furthermore, I was involved in promotional activities designed to drive sales and increase customer engagement. This included setting up in-store displays, distributing promotional materials, and participating in sales events. These activities allowed me to apply theoretical knowledge of marketing and sales strategies in a practical setting, observing firsthand how different tactics can influence customer behavior and purchasing decisions. For instance, I noticed that well-designed displays and special offers significantly increased sales of featured products, demonstrating the impact of visual merchandising and

promotional campaigns.

I also had the opportunity to assist in training new staff members, which involved explaining company policies, demonstrating operational procedures, and providing guidance on customer service standards. This experience helped me develop leadership skills and understand the importance of clear communication in a team environment. By mentoring new employees, I learned how to break down complex tasks into manageable steps and provide constructive feedback, skills that are invaluable in any professional setting.

## 4.0

## CHAPTER FOUR

### 4.1 RELEVANT ACTIVITIES CARRIED OUT

#### INVENTORY MANAGEMENT

Throughout my SIWES programme, I utilized a range of tools and equipment essential to the daily operations of **Easy Best Bright Way Company Limited**. These included:

**Inventory Management Software:** Used to track stock levels, manage orders, and monitor inventory movements. This software was crucial in maintaining accurate records and ensuring that products were always available when needed. I learned how to navigate the system efficiently, generate reports, and identify trends in stock levels.

**Point of Sale (POS) Systems:** Utilized for processing transactions and managing sales data. The POS system provided real-time information on sales trends and helped in identifying best-selling products. I became proficient in operating the POS, handling cash transactions, and troubleshooting common issues that arose during sales.

**Barcode Scanners:** Employed for efficient stock tracking and inventory management.

These scanners allowed for quick identification of products and streamlined the process of receiving and stocking goods. I used barcode scanners to update inventory records and ensure that all products were correctly labeled and priced.

**Communication Devices:** Such as phones and intercoms, which were essential for coordinating activities across different departments and ensuring smooth communication with colleagues and customers. Effective communication was key to resolving issues promptly and maintaining a smooth workflow.

**Marketing Materials:** Including posters, flyers, and social media platforms, which were used to promote products and events. These materials helped in creating awareness about new products and promotions, attracting more

customers to the store. I assisted in designing and distributing promotional materials, which gave me insight into the creative aspects of marketing.

**Cash Handling Equipment:** Such as cash registers and safes, which were used to manage cash transactions securely. I learned how to handle cash accurately, count change, and secure cash in the store.

## **4.2 SAFETY PRECAUTIONS**

During my time at **Easy Best Bright Way Company Limited**, safety was a top priority. The supermarket had implemented various safety measures to protect both employees and customers. These included:

**Regular Cleaning and Sanitization:** To maintain a clean and hygienic environment, especially in areas where food products were handled. This was particularly important during the pandemic, where strict protocols were in place to prevent the spread of disease.

**Proper Storage of Goods:** Ensuring that heavy items were stored safely to prevent accidents and injuries. This involved stacking goods securely and using appropriate storage equipment. I was trained on how to safely lift and move heavy boxes, reducing the risk of injury.

**Emergency Procedures:** The supermarket had clear emergency procedures in place, including fire evacuation plans and first aid kits. Regular drills were conducted to ensure that all staff knew what to do in case of an emergency. I participated in these drills, which helped me understand the importance of preparedness and quick action in emergency situations.

**Personal Protective Equipment (PPE):** Staff handling certain products, such as cleaning chemicals, were provided with PPE to protect them from potential hazards. This included gloves, masks, and protective eyewear, which were mandatory when handling hazardous materials.

**Customer Safety:** Measures were also in place to ensure customer safety, such as clear signage, secure flooring, and adequate lighting. The supermarket aimed to provide a safe and comfortable shopping environment.

## 5.0

## CHAPTER FIVE

### 5.1 SUMMARY

This report summarizes my experience during the SIWES programme at **Easy Best Bright Way Company Limited** located in Ilorin, Kwara State. The programme lasted for 16 weeks and provided me with hands-on experience in the retail sector. Throughout my attachment, I was involved in various aspects of retail operations, including sales, inventory management, customer service, and marketing. I utilized several tools and equipment, such as inventory management software, POS systems, and barcode scanners, to perform my duties efficiently. One of the key aspects of my experience was understanding the importance of safety and security measures in a retail environment. The supermarket had implemented various safety protocols to protect both employees and customers, including regular cleaning, proper storage of goods, and emergency procedures. I also faced several challenges during my programme, such as adapting to a fast-paced environment, dealing with customer complaints, and managing technical issues. However, these challenges provided valuable learning opportunities that helped me develop essential skills in problem-solving, communication, and time management.

### 5.2 CHALLENGES FACED DURING MY SIWES PROGRAMME

Despite the valuable learning experience, I faced several challenges during my SIWES programme at **Easy Best Bright Way Company Limited**:

**Adapting to a Fast-Paced Environment:** Initially, it was challenging to adjust to the fast-paced nature of retail work, especially during peak hours when the store was busy. However, with time and practice, I became more adept at handling multiple tasks simultaneously. I learned to prioritize tasks effectively and manage my time to meet the demands of the job.

**Dealing with Customer Complaints:** Handling customer complaints and resolving issues effectively was a significant challenge. It required patience,

empathy, and effective communication skills to ensure that customers left satisfied. I developed strategies to remain calm under pressure and address customer concerns in a professional manner.

**Balancing Tasks:** Managing multiple responsibilities, such as assisting in sales, inventory management, and customer service, required strong organizational skills. It was essential to prioritize tasks and manage time efficiently to meet all expectations. I used tools like to-do lists and schedules to stay organized and ensure that all tasks were completed on time.

**Technical Issues:** Occasionally, technical problems with inventory software or POS systems would arise, disrupting operations. These issues required quick troubleshooting and communication with the IT team to resolve. I learned how to identify common technical issues and report them promptly to minimize downtime.

**Teamwork and Collaboration:** Working in a team environment presented its onset of challenges, particularly when coordinating with colleagues from different departments. Effective communication and a willingness to assist others were crucial in overcoming these challenges. I learned the importance of teamwork and how collaboration can lead to better outcomes in a fast-paced retail setting.

### **5.3 RECOMMENDATION FOR IMPROVEMENT**

Based on my experience and observations during the SIWES programme, I recommend the following:

- **Technology Integration:** every training organization could benefit from further integrating technology into its operations. This might include implementing mobile apps for customers to access promotions and loyalty programs, or using AI-powered inventory management systems to optimize stock levels and reduce waste.
- **Employee Development:** Providing ongoing training and development opportunities for employees would help improve job satisfaction and



retention. This could include workshops on leadership skills, customer service excellence, and technical skills relevant to retail operations. By investing in employee development, **Easy Best Bright Way Company Limited** can build a more skilled and motivated workforce.

- The program coordinator from the industrial training fund in the various states should ensure that the students concerned are placed in the relevant department in the organization.
- Proper placement of the student for such programme by the industrial training department of each institution through creating a strong alliance with different companies.
- Improvement of allowance and free transport services for student attached to the various organization.
- Students should be made to realize that S.I.W.E.S is not a holiday just but a course of study designed to enhance their relevance production skills and employ ability after graduation.
- The code of conduct should be strictly adhered to by students participating in SIWES.

#### **5.4 CONCLUSION**

In conclusion, my SIWES experience was highly beneficial, offering me a comprehensive understanding of retail operations and the skills required to succeed in this sector. The programme allowed me to apply theoretical knowledge in a practical setting, gaining insights into sales strategies, inventory management, and customer service. I learned the importance of teamwork, effective communication, and adaptability in a fast-paced retail environment. The experience also highlighted the significance of safety measures and emergency preparedness in maintaining a secure and healthy work environment. Overall, the SIWES programme at Easy Best Bright Way Company Limited was a valuable learning experience.

