



A TECHNICAL REPORT  
STUDENT INDUSTRIAL WORKING EXPERIENCE SCHEME  
(SIWES)

Held at  
**CRM SUPERMARKET**

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## **DEDICATION**

I dedicate this technical report to the Almighty God, 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 ADEDOYIN), 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.

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## **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 CRM supermarket, 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 CRM SUPERMARKET**

CRM supermarket is a reputable business specializing in supermarket. The objectives of the enterprise include:

- Providing high-quality merchandise to customers.
- Ensuring efficient procurement and management of inventory.
- Maintaining a customer-centric approach to business operations.
- Contributing to the growth of the food and retail industry in Nigeria.



## 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 PRECAUTIONARY MEASURES IN THE SUPERMARKET

To ensure smooth operations, the enterprise implemented the following precautions:

1. **Safety Measures:** Regular safety briefings and the use of personal protective equipment (PPE) were enforced to prevent accidents.
2. **Security Protocols:** Strict access control measures were implemented to safeguard the mall's assets and ensure the safety of customers and staff.
3. **Health Guidelines:** Compliance with health regulations, such as maintaining cleanliness and adhering to COVID-19 protocols, was prioritized.
4. **Operational Standards:** Standard operating procedures (SOPs) were followed to ensure smooth and efficient operations.
5. **Customer Service Training:** Staff were trained to handle customer inquiries and complaints professionally, ensuring a positive shopping experience.
6. Regular maintenance of equipment to prevent breakdowns and ensure customer satisfaction.
7. Implementation of strict inventory control measures to avoid stockouts or overstocking.
8. Ensuring compliance with safety regulations to protect both employees and customers.
9. Use of surveillance systems to prevent theft and ensure security within the supermarket
10. Adherence to health and safety protocols, especially in high-traffic areas.

## 2.3 INTRODUCTION TO ENTERPRISE OPERATIONS AND KEY TOOLS

The enterprise is equipped with state-of-the-art tools and systems to enhance customer experience and streamline operations. Some of the key tools include:

- Point of Sale (POS) Systems: Used for processing transactions and managing sales data.



- Inventory Management Software: Tracks stock levels, orders, and deliveries in real-time.

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- **Security Systems:** Includes CCTV cameras and alarm systems to ensure safety.



- **Display Units:** Strategically placed to showcase foodstuffs and merchandise.



**Mouse:** used to click and select on the monitor.



**Mouse**

**QR-Code scanner:** used to scan goods barcode to get the price of the goods.



**QR-Code scanner**

**Keyboard:** used to input digit and words on monitor, and to input goods name and price.



**Keyboard**

**Trolley:** used to carry goods around in the supermarket.



**Trolley**

- Customer Relationship Management (CRM) Software: Used to manage customer interactions and feedback.

## **CHAPTER THREE**

### **3.1 OVERVIEW OF PROCUREMENT PROCESSES**

Procurement in the enterprise involves sourcing high-quality foodstuffs and merchandise 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 CRM Supermarket 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:

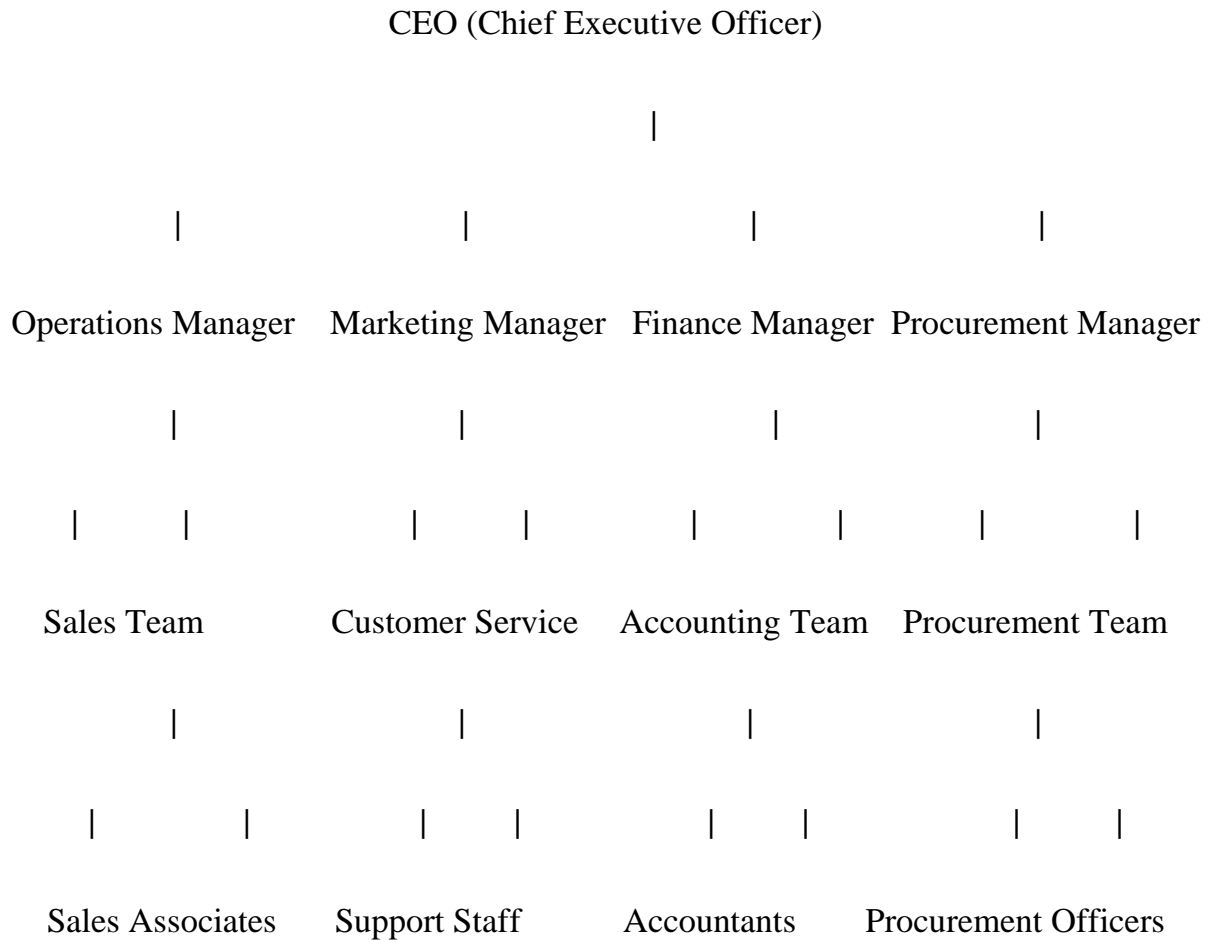
- Increase the duration of the program to allow for deeper immersion in the work environment.
- Provide students with more opportunities to participate in decision-making processes.
- Encourage organizations to assign mentors to guide students throughout the program.



- Incorporate regular feedback sessions to assess students' progress and address challenges.

## APPENDICES

### Appendix A: Organizational Chart of CRM Supermarket



## **EXPLANATION OF THE ORGANIZATIONAL CHART**

1. **CEO (Chief Executive Officer):** Oversees the entire organization and makes strategic decisions.
2. **Operations Manager:** Manages daily operations, including sales and customer service.
3. **Marketing Manager:** Handles branding, advertising, and customer engagement.
4. **Finance Manager:** Manages budgets, financial reporting, and accounting.
5. **Procurement Manager:** Oversees the procurement process, including sourcing and vendor management.
6. **Procurement Team:** Includes procurement officers responsible for purchasing goods and managing supplier relationships.
7. **Sales Team:** Handles the sale of foodstuffs and merchandise to customers.
8. **Customer Service:** Provides support to customers and handles inquiries and complaints.
9. **Accounting Team:** Manages the firm's financial records, payroll, and tax compliance.
10. **Support Staff:** Handles office administration and other support functions.

## Appendix B: Supply Chain Diagram

| Product               | Quantity in Stock | Reorder Level | Supplier   | Last Order Date |
|-----------------------|-------------------|---------------|------------|-----------------|
| Rice (50kg)           | 100               | 50            | Supplier X | 2023-09-15      |
| Beans (50kg)          | 80                | 40            | Supplier Y | 2023-09-10      |
| Vegetable Oil (20L)   | 150               | 75            | Supplier Z | 2023-09-05      |
| Spaghetti (5 cartons) | 120               | 60            | Supplier W | 2023-09-12      |
| Semo (50kg)           | 90                | 45            | Supplier V | 2023-09-08      |

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