



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

HELD AT :

MK FASHION
Adefowope Street Aguda Lagos

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SUBMITTED TO

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PREFACE

In presenting this work, I would like to preface it by expressing gratitude for the invaluable learning experience gained during my 3-month placement at SKAY OLAOLUWA Venter. This period has allowed me to immerse myself in the intricacies of Data management, navigate challenges, and acquire practical skills that extend beyond the classroom. The exposure to diverse equipment and collaborative projects has shaped my perspective on the dynamic nature of the broadcast industry. This preface sets the context for the insights and recommendations shared, reflecting the culmination of a rewarding and hands-on experience in the realm of Business Administration.

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DEDICATION

I dedicate this report to Almighty God, who has been all in all from the beginning of my attachment to the end of the SIWES program all glory belongs to Him.

I also dedicate the SIWES report to my lovely family for their financial support and spiritual advice during the, Period of attachment.

ACKNOWLEDGEMENT

I thanked God for the glory, honour, mercy and adoration I received during the time of my industrial training and course of study.

I also appreciate my family and friends for all their support especially financially during my SIWES program.

More so, my gratitude also goes to every individual that contributed to the completion of my industrial training, may Almighty bless them all and their household.

CHAPTER ONE

1.1 INTRODUCTION TO SIWES

The Students' Industrial Work Experience Scheme (SIWES) is a program that is coordinated by the Industrial Training Fund (ITF), in conjunction with the National University Commission (NUC).

The SIWES program is designed to engage students in various degree programs in order to provide the student with practical experience in various fields of study and to expose them to actual working conditions.

This program involves the ITF, students and industries. It is meant to bridge the gap between theory and practical work, sharpen students' skills and understanding of actual work processes and also provide an avenue to acquire more knowledge.

The Student Industrial Work Experience Scheme [SIWES] is the accepted skill training program which forms part of approved medium academic standards in the various degrees program of the Nigeria tertiary institutions.

This scheme helps student in their various field to know or have knowledge and picture of what they have been studying in school which enable the student to practicalize the theoretical aspect of his profession. This scheme contributes largely to prepare the student for any future engagement exposing him to atmosphere of veracity and adaptation

1.2 HISTORY OF SIWES

The early phase of science and technology in Nigeria was characterized by the theoretical lectures in polytechnics and universities which have proven to be an ill method of teaching students in Universities and Polytechnics graduate with little or no technical experience in their course of study.

In the same vein, students' inability to contribute to the society in hampering the growth and development of our country it was in this view SIWES was introduced to the industrial and Education sector.

SIWES is the acronym for Student's Industrial Work Experience Scheme. SIWES was established in the year 1973 in order to improve the standard of Education in Nigeria.

SIWES was funded by ITF (Industrial Training Funds) during it early stage not until it was difficult to continue for economic stress: then the responsibility was shared between Industrial Training Funds (ITF) and the Federal Government.

SIWES is a scheme for the duration of sixteen weeks (4 months). SIWES is done after the first year in polytechnics (ND1) and done after second year or third year in University depending on the institution.

1.3 AIMS AND OBJECTIVE OF SIWES

- Student industrial work experience scheme [SIWES] provide avenue for student to acquire industrial skill and experience in their approved course of study
- Expose students to work methods and techniques in handling equipment and machinery that may not be available in their institutions;
- Enlist and strengthen employers' involvement in the entire educational process through SIWES.
- To provide opportunity for students to apply their knowledge in real work situations thereby bridging the gap between theory and practice.
- To earnest placement and strengths employee's involvement in the education process of preparing student for employment in industries.
- To ease the transition from school to the world of work and enhance students contact for later job.

CHAPTER TWO

2.1 OBJECTIVES AND CORE VALUES OF THE ESTABLISHMENT

Objectives

- To Promote Fashion Awareness – To stay updated with current trends and educate clients on modern fashion styles and accessories.
- To Deliver Quality Fashion Products and Services – To produce and sell high-quality, durable, and stylish clothing that satisfies customer needs.
- To Train and Empower Aspiring Fashion Designers – To serve as a learning center for interns and apprentices by offering practical training in sewing, fashion design, and business management.
- To Maintain Excellent Customer Service – To provide a friendly, personalized customer experience that builds loyalty and trust.
- To Encourage Creativity and Innovation in Fashion – To foster creativity through the introduction of new styles, patterns, and designs unique to MK Fashion.
- To Expand Brand Reach and Recognition – To build a strong reputation and increase visibility both locally and across Nigeria through effective branding and marketing.
- To Operate a Profitable and Sustainable Fashion Business – To run the business efficiently by balancing quality service delivery with profitability and sustainability.

Core Values of Skay Olaoluwa, Baboko Market, Ilorin

- Creativity and Innovation – Embracing originality in every design to stay ahead in the dynamic fashion industry.
- Quality Excellence – Commitment to using high-quality materials and maintaining superior craftsmanship in all fashion products and services.
- Customer Satisfaction – Prioritizing the needs, feedback, and satisfaction of clients by delivering exceptional and personalized service.
- Integrity and Transparency – Upholding honesty and accountability in all business dealings and customer interactions.
- Professionalism – Maintaining a high standard of conduct, skill, and ethics in service delivery and staff relations.

CHAPTER THREE

ACTUAL WORKDONE WITH EXPERIENCE GAINED

During my Students Industrial Working Experience Scheme (SIWES at the MK FASHION, I was able to learn and gain a lot of Industrial and organizational experience.

3.1 CUSTOMER RELATIONSHIP AND FRONT DESK MANAGEMENT

Introduction

During my Student Industrial Work Experience Scheme (SIWES) at MK Fashion, Adefowope Street, Aguda, Lagos, I was assigned to assist in front desk operations and customer service coordination. This position enabled me to interact with clients directly and gain practical knowledge on how businesses build and maintain customer loyalty.

Reception and Customer Engagement

One of the primary duties at the front desk was receiving customers in a polite and professional manner. I learned how first impressions matter and how to effectively greet and guide customers through available services. I was trained on how to manage queues, attend to scheduled appointments, and communicate with walk-in customers to understand their specific needs.

Booking and Scheduling

The experience also involved managing client bookings using a digital calendar and handwritten logs. I was responsible for updating records, confirming appointments, and notifying fashion designers and tailors of upcoming work orders. This process taught me the importance of time management and efficient scheduling in a customer-centric business.

Handling Inquiries and Complaints

Dealing with customer inquiries was a vital aspect of my training. I responded to questions related to product pricing, order status, delivery timelines, and alteration services. In some instances, I handled customer complaints regarding late deliveries or fitting issues. I learned how to maintain a calm, courteous, and professional demeanor while resolving issues to the customer's satisfaction.

Customer Retention Techniques

At MK Fashion, customer retention was taken seriously. I observed strategies like offering discounts to returning clients, maintaining a client database, and sending thank-you messages after service delivery. I participated in collecting feedback, which helped the business tailor its services to meet customer expectations.

Use of Communication Tools

I was also exposed to the use of communication tools such as phone calls, WhatsApp, and emails to confirm appointments and keep clients updated. This hands-on experience demonstrated the importance of effective communication in maintaining trust and transparency with customers.

3.2 INVENTORY AND SUPPLY CHAIN MANAGEMENT

Introduction

As part of my SIWES placement at MK Fashion, Adefowope Street, Aguda, Lagos, I was actively involved in the inventory and supply chain activities of the business. This aspect of my training introduced me to the flow of materials from procurement to storage, production, and eventual delivery. I gained valuable insight into stock control, vendor relationships, and the importance of inventory management in ensuring the smooth operation of a fashion enterprise.

Procurement and Vendor Relations

I observed and participated in the procurement process where different fabrics, sewing accessories, and packaging materials were sourced from suppliers. This included creating requisition lists, contacting vendors, comparing prices, and receiving ordered items. Through this, I learned how to evaluate suppliers based on quality, cost, and timely delivery, which are key factors in maintaining a reliable supply chain.

Stock Taking and Inventory Control

Regular stock taking was carried out to ensure accurate records of all materials and finished goods. I assisted in counting and recording quantities of available fabrics, threads, buttons,

zippers, and ready-made clothing. This process was important for identifying shortages, avoiding overstocking, and minimizing waste. I learned the significance of keeping both manual and digital records for accountability and transparency.

Storage and Organization

The fashion house had a designated storage area where materials were organized by type, color, and usage. I helped arrange supplies systematically, ensuring that they were easily accessible to tailors and designers. Proper storage practices not only improved efficiency but also helped preserve the quality of materials.

Monitoring Material Usage

Another aspect of my role involved tracking the usage of materials during production. I was taught how to log items taken from the store, match them with work orders, and record what was returned or wasted. This activity gave me a deeper understanding of material planning and cost management.

Inventory Software and Manual Record-Keeping

MK Fashion used basic inventory software alongside handwritten ledgers to track supplies. I learned how to update stock levels, check reorder points, and generate simple inventory reports. This dual approach of manual and digital tracking showed the importance of accuracy in stock management and provided a practical foundation for future use of advanced systems in larger organizations.

3.3 BASIC FASHION BUSINESS OPERATIONS

Introduction

During my SIWES placement at MK Fashion, Adefowope Street, Aguda, Lagos, I was privileged to engage in and observe various aspects of the day-to-day operations involved in running a small-scale fashion business. These operations ranged from financial management activities such as pricing and budgeting to administrative tasks like sales documentation and basic decision-making processes. This experience provided a practical foundation in entrepreneurship and the essentials of business sustainability in the fashion industry.

Pricing Strategy

One of the key areas I was introduced to was the pricing of products and services. I learned how the business determined the cost of fashion items by calculating the total cost of materials, labor, time, and overheads, and then adding a reasonable profit margin. This helped me understand the balance between affordability for customers and profitability for the business, and how pricing influences customer perception and competitiveness.

Budgeting and Financial Planning

I participated in preparing basic weekly and monthly budgets. These budgets included estimates for the cost of materials, operational expenses (e.g., electricity, staff wages), and anticipated income. Through this, I learned the importance of planning expenses against income to avoid overspending and ensure business stability. I also gained insight into how budgeting decisions guide purchases and production planning.

Sales Recording and Documentation

Another important responsibility I was exposed to was sales recording. I helped in logging daily sales transactions using a cashbook and, occasionally, basic computer software. This included recording customer payments, issuing receipts, and balancing daily sales with physical cash at hand. Proper sales documentation not only helped track business performance but also provided a reference for decision-making and tax purposes.

Customer Orders and Payment Tracking: I learned how customer orders were documented in order books, including order details, delivery timelines, and amount paid (full or part payment). I observed how payment tracking helped in financial accountability and planning for future production needs. This hands-on practice developed my understanding of business organization and customer relationship management.

Decision-Making in a Small Business: I witnessed how business decisions were made—such as adjusting prices based on market demand, introducing discounts for loyal customers, or choosing suppliers based on reliability and cost-effectiveness. I also observed how seasonal trends and customer preferences influenced the type of designs produced and the volume of materials ordered. This gave me a practical insight into entrepreneurial flexibility and responsive management.

CHAPTER FOUR

EXECUTIVE SUMMARY

This report presents a detailed account of the Student Industrial Work Experience Scheme (SIWES) undertaken at MK Fashion, located on Adefowope Street, Aguda, Lagos. As a Business Administration student, the training provided practical exposure to the essential operations of a small-scale fashion business. Key areas of experience included **Customer Relationship and Front Desk Management**, where I engaged directly with clients, managed inquiries, and ensured customer satisfaction; **Inventory and Supply Chain Management**, where I participated in stock recording, procurement processes, and vendor coordination; and **Basic Fashion Business Operations**, which involved pricing strategies, budgeting, sales documentation, and decision-making. These experiences significantly broadened my understanding of how theoretical business principles are applied in real-world settings, particularly within the fashion and creative industry. The knowledge gained from this training has enhanced my practical business skills and provided a strong foundation for my future career in administration and entrepreneurship.

CHAPTER FIVE

5.1 PROBLEMS ENCOUNTERED

During the course of the industrial training at MK Fashion, several challenges were encountered that affected the smooth flow of learning and work performance. One of the primary issues was limited access to digital inventory systems, as most records were kept manually, which sometimes led to delays and inconsistencies in stock tracking. Additionally, inadequate work tools and equipment occasionally hindered the ability to execute tasks effectively, especially during high-demand periods. There was also limited staff supervision, which made it difficult to get timely clarification on some procedures. Furthermore, the lack of structured training materials and orientation for interns posed a challenge in understanding the business's full operational scope at the beginning of the program. Lastly, power supply issues often disrupted daily operations, particularly those involving digital tools like printers and sewing machines. Despite these challenges, proactive adaptation and continuous learning helped to maximize the training experience.

5.2 SUGGESTIONS FOR IMPROVEMENT OF THE SCHEME

To enhance the effectiveness and impact of the Student Industrial Work Experience Scheme (SIWES), several improvements can be suggested. Firstly, there should be a stronger partnership between institutions and host organizations to ensure that placements are relevant to students' fields of study and offer substantial learning opportunities. Secondly, institutions should organize proper pre-SIWES orientation and post-SIWES debriefing sessions to better prepare students and help them reflect on their experiences. Additionally, the scheme would benefit from more structured supervision and monitoring, including regular visits by school-appointed supervisors to ensure that students are well engaged. Providing stipends or allowances can help reduce the financial burden on students, especially those posted far from home. Lastly, host organizations should be encouraged to develop a detailed training plan for interns to maximize their exposure and skill development during the training period. Implementing these suggestions can greatly improve the quality, effectiveness, and overall experience of the SIWES program.

5.3 CONCLUSION

The Student Industrial Work Experience Scheme (SIWES) provided a valuable opportunity to bridge the gap between theoretical knowledge and practical application. Through my placement, I was able to gain firsthand experience in real workplace settings, understand industry expectations, and develop essential skills such as communication, problem-solving, and technical proficiency. The training not only exposed me to day-to-day business operations and administrative procedures but also helped build my confidence and professional discipline. Overall, the SIWES experience has been highly beneficial in preparing me for future career challenges and has reinforced the importance of practical exposure in complementing academic learning.