MINISTRY OF INDUSTRY AND TRADE
COLLEGE OF COMMERCE
DEPARTMENT OF ENGLISH

INTERNSHIP REPORT
USING ENGLISH IN DELIVERY COORDINATION MM MEGA MARKET DA NANG CO., LTD.

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Despite my efforts to present the report as accurately and completely as possible, shortcomings are unavoidable, and I sincerely hope to receive feedback from my lecturers to further improve in the future.Thank you very much.

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LIST OF ABREVIATIONS

Abbreviation	Meaning
SAP	Systems, Applications and Product in Data Processing
WMS	Warehouse Management System
TMS	Transportqtion Management System
GPS	Global Positioning System
KPI	Key Performance Indicator
PO	Purchase Order
ETA	Estimated Time off Arrival
B2B	Business to Business

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CHAPTER 1: OVERVIEW OF USING ENGLISH IN DELIVERY COORDINATION AT RETAIL BUSINESSES.

1.1 Theoretical Background.

1.1.1 Concept of delivery coordination and the role of English in logistics operations.

a. Definition of delivery coordination.

Delivery coordination refers to the process of organizing, arranging, and supervising all activities related to transporting goods from the warehouse to customers. It includes receiving orders, planning delivery routes, assigning drivers, monitoring delivery progress, handling problems, and ensuring that goods arrive on time, in full, and in good condition.

b. The role of English in logistics communication.

English plays an important role in logistics operations, especially in companies with international suppliers, foreign customers, and standardized global management systems. Using English helps delivery coordinators:

- Communicate effectively with foreign suppliers and partners.
- Read and understand English-based systems (SAP, WMS, TMS).
- Handle documents such as purchase orders, delivery notes, incident reports, and emails.
- Communicate with foreign customers and expatriate managers.
- Avoid misunderstandings during coordination and ensure timely problem-solving.
- Thus, English is not only a communication tool but also a key competency that contributes to accurate and efficient delivery coordination.

1.1.2 Steps to perform the delivery coordination process.

The delivery coordination process in retail logistics typically includes:

1.Receiving and verifying customer orders.
2.Checking product availability in the warehouse.
3.Planning delivery routes and assigning vehicles or drivers.
4.Preparing shipping documents and loading instructions.
5.Tracking delivery status through GPS or TMS systems.
6.Communicating with drivers and customers throughout the process.
7.Handling issues related to delays, missing items, or incorrect deliveries.
8.Confirming successful delivery and updating the system.

This process requires clarity, accuracy, and timely communication—skills strongly supported by English proficiency.

1.1.3 Order-handling procedure in English with suppliers & customers.

In delivery coordination, order handling involves many English-based tasks, such as:

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- Reading and verifying Purchase Orders (PO).
- Communicating delivery schedules with suppliers.
- Confirming product availability and delivery time with customers.
- Using English templates in emails, documents, and internal systems.
- Requesting changes, reporting issues, or updating information in English.

Many international suppliers require all correspondence in English, making English communication a daily task in delivery coordination.

1.1.4 Common English terminology used in delivery coordination.

Some frequently used English terms include:

- Delivery schedule
- Purchase Order (PO)
- Route plan
- Shipment status
- Out of stock
- In transit
- Loading bay
- Delivery window
- Shortage / Overload
- Reschedule
- Incident report

Understanding these terms helps coordinators perform tasks accurately and quickly.

1.2 Internship Tasks

1.2.1 Using English recriving orders and arranging delivery schedules.

During my internship, I utilized English extensively for receiving orders and arranging delivery schedules. Specifically, English was used in the following ways:

Reading and Verifying Orders: I read and verified orders received from suppliers, which were primarily in English, ensuring that all details were accurate.

Communication with Foreign Customers: I communicated with international customers regarding delivery timelines, using English to clarify any questions or concerns they had.

Confirming and Modifying Delivery Schedules: I confirmed and adjusted delivery schedules by sending emails in English, ensuring clear and effective communication about any changes.

This experience not only improved my language skills but also highlighted the importance of English in facilitating smooth operations in the logistics sector.

1.2.2 Using English in delivery planning, vehicle arrangement, and delivery tracking.

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In my internship, I frequently used English in various aspects of delivery planning, vehicle arrangements, and delivery tracking. Specifically, English was utilized in the following areas:

Operating Logistics Systems: I worked with English-language logistics systems, including Warehouse Management Systems (WMS), Transportation Management Systems (TMS), and SAP, where comprehension of English terminology was essential.

Assigning Drivers and Planning Routes: I assigned drivers and planned delivery routes using English forms, ensuring clarity and accuracy in the scheduling process.

Updating Delivery Status: I communicated updates on delivery statuses in English, using terms such as “Delivered,” “Pending,” and “In Progress” to keep all stakeholders informed.

Communication with Foreign Supervisors: I regularly interacted with foreign supervisors in English, facilitating effective communication and collaboration.

This extensive use of English not only enhanced my language proficiency but also underscored its critical role in the logistics and delivery processes.

1.2.3 Using English in problem-solving and customer service during delivery.

Internship tasks include:

- Handling late delivery or product issues and reporting them in English.
- Writing emails to suppliers/customers regarding missing or damaged items.
- Making phone calls or sending English messages when incidents occur.
- These tasks help students strengthen their English proficiency in real logistics contexts

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CHAPTER 2: OVERVIEW OF MM MEGA MARKET DA NANG CO., LTD.

2.1 Overview of MM Mega Market Da Nang.

2.1.1 Introduction to the company.

a. History of Establishment and Development of MM Mega Market Vietnam and the Da Nang Branch

MM Mega Market Vietnam (formerly Metro Cash & Carry) is one of the largest modern wholesale–retail systems in Vietnam. The company began operations in 2002 in Ho Chi Minh City and quickly expanded nationwide. In 2016, Metro was officially acquired by the TCC Group (Thailand) and rebranded as MM Mega Market Vietnam.

Following the restructuring, the company invested strongly in infrastructure, supply chain development, distribution centers, and warehouse systems to better meet growing market demands.

The MM Mega Market Da Nang branch is one of the major wholesale centers in the Central region. The branch was established to provide high-quality goods to organizational customers such as restaurants, hotels, industrial kitchens, retail stores, and end-consumers. Over the years, MM Mega Market Da Nang has become a reliable supplier and a key contributor to the company's nationwide business network.

b. Vision, Mission, and Core Values

Vision:

To become the leading wholesale–retail supplier in Vietnam, operating sustainably through a modern, transparent, and safe supply chain.

Mission:

- Provide high-quality products at competitive prices.
- Build a sustainable "Farm to Table" supply chain.
- Ensure benefits for customers, partners, employees, and the community.

Core Values:

- Quality: strict control of sourcing and product-handling procedures.
- Reliability: long-term partnership building with customers and suppliers.
- Professionalism: standardized processes and continuous staff development.
- Efficiency: optimized distribution and operational performance.
- Sustainability: eco-friendly development and community support.

2.1.2 Organizational Structure of MM Mega Market Da Nang Branch

a. Organization Chart

The organizational structure of the branch follows a functional–hierarchical model. At the highest level is the Branch Director, followed by major departments:

- Operations Department

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- Warehouse & Delivery Coordination Department
- Sales & Marketing Department
- Finance – Accounting Department
- Human Resource – Administration Department
- Customer Service Department
- Technical Department

→ The structure reflects a high level of coordination between departments to ensure smooth business operations.

b. Functions and Responsibilities of Each Department (with emphasis on Warehouse – Delivery Coordination)

Warehouse Department:

- Manage inbound, outbound, and inventory operations.
- Inspect product quality and quantities.
- Preserve goods following food safety regulations.
- Coordinate with the delivery coordination team for outbound shipments.

Delivery Coordination Department:

This is the department I directly observed and supported during the internship. Main responsibilities include:

- Receiving order information from the system or the sales team.
- Planning delivery routes and arranging transport schedules.
- Contacting transport partners or drivers to allocate vehicles.
- Monitoring the delivery process to ensure timeliness and resolving emerging issues.
- Recording delivery results and reporting to supervisors.

Sales & Marketing Department: manages customer relationships, finds new business clients, and implements promotional programs.

Finance – Accounting Department: manages revenue, expenses, and financial records.

Human Resource – Administration Department: recruitment, training, payroll, and staff welfare.

Customer Service Department: handles inquiries, complaints, and customer support activities.

Technical Department: maintains equipment, electrical systems, and refrigeration systems.

→ The Warehouse – Delivery Coordination Department acts as a crucial link, ensuring that goods flow efficiently from the warehouse to customers.

2.1.3 Business Areas and Services Provided

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MM Mega Market Da Nang operates primarily in the modern wholesale–retail sector, offering a wide range of products across categories:

- Fresh food (meat, seafood, vegetables, fruits)
- Dry food, packaged goods, spices
- Frozen and processed food
- Household cleaning and personal care products
- Electrical appliances and household tools
- Stationery and office supplies
- Hospitality and restaurant supplies

Key services include:

- Door-to-door delivery for both business and individual customers
- Bulk order support
- Loyalty programs for HORECA and F&B customers
- Fast and accurate invoice processing

→ With its large-scale warehouse and professional delivery system, MM Mega Market Da Nang has become a trusted supplier for many major clients.

2.1.4 Business Performance Results of the Branch in Recent Years

In recent years, MM Mega Market Da Nang has achieved positive business outcomes, reflected in:

- A steady increase in revenue, especially in fresh food and household product segments.
- Growth in HORECA customer volume, indicating strong trust in product quality and service.
- Significant expansion in delivery services, meeting rising market demand across Da Nang and nearby provinces.
- Improvements in warehouse and logistics operations, reducing order-handling time and increasing delivery efficiency.
- Greater technology application in inventory management, order processing, and information control.

→ These achievements highlight the important role of the Da Nang branch within the MM Mega Market network and demonstrate the company's progress toward a more efficient and professional service model.

2.2 Using English in delivery coordination at MM Mega Market Da Nang.

In the delivery coordination activities at MM Mega Market Da Nang, English plays a crucial role in facilitating communication, processing orders, corresponding with suppliers, drivers, and logistics partners, as well as in resolving issues related to the delivery and receipt process.

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The use of English enables the coordination department to work more effectively with international partner units, suppliers with foreign personnel, and especially Business-to-Business (B2B) customers who use English for order placement and delivery confirmation.

The content below details each specific area of work where English is utilized during the coordination process:

2.2.1 Using English in receiving orders and arranging delivery schedules.

a. Communicating with suppliers/drivers.

During the order intake process, the coordination department must communicate regularly with suppliers, drivers, or logistics providers. When a supplier has foreign personnel or a driver uses English, the coordinator must use English to:

- Confirm order information: quantity, type of goods, and estimated time of arrival (ETA) - Ask questions when information is unclear or missing: missing product codes, incorrect unit prices, insufficient quantity, or changes in items.
- Send messages or emails to confirm the delivery schedule and provide delivery instructions.
- Announce urgent changes: schedule postponement/rescheduling, change of delivery location, or updates on inventory status.

Examples of frequently used phrases:

"Please confirm the delivery time for the order #MM-0425."

"We have noticed a quantity mismatch. Could you check again?"

"The delivery schedule has been updated. Please follow the new time slot."

→ The use of English helps to minimize errors, ensuring all parties clearly understand the requirements and agree on the information.

b. Communicating with customers in English.

Some corporate customers (B2B) or foreign customers place orders through the MM Mega Market system using English. In these cases, the coordination staff must:

- Confirm the order via phone or email.
- Clarify delivery details: address, preferred receiving time, and contact person/receiver's name.
- Communicate any changes regarding the delivery schedule or stock availability.

Common phrases used:

"Your order has been received and is being processed."

"Could you please confirm the delivery location?"

"We will arrange the delivery for tomorrow morning."

→ Communicating in English demonstrates professionalism, builds goodwill, and increases trust with international customers.

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2.2.2 Using English in delivery planning, vehicle arrangement, and delivery tracking.

a. Delivery Planning

When drawing up the delivery plan, many documents and forms are used in English, such as:

- Delivery Planning Sheet
- Loading Plan
- Route Optimization Report

The coordination staff must:

1. Review all orders scheduled for delivery on the day.
2. Group orders by area (e.g., North Route, South Route, etc.).
3. Calculate the appropriate vehicle capacity/load weight.
4. Prepare the delivery manifest/list to send to the driver or logistics provider.

English is used for:

- Notes for the driver: “Heavy load – careful handling,” “Fragile items,” “Perishable goods.”
- Route directions: “Use Route B in case of traffic congestion.”
- Goods inspection instructions: “Please check the carton condition before loading.”

b. Coordinating Vehicles, Drivers, and Logistics Partners Using English

Some drivers or logistics partners have foreign personnel. The coordination staff needs to communicate in English to:

- Confirm the assigned vehicle and driver for the trip.
- Provide drop-off and pick-up location details.
- Give instructions regarding load capacity and specific handling notes for the goods.

Example instructions in English:

“This shipment contains frozen goods. Please make sure the temperature is maintained at -18ºC during transportation.”

Additionally, when there are changes in the plan:

“Your delivery route has been updated. Please check the new schedule.”

“Another driver will take over this shipment.”

c. Delivery Tracking and Status Updates.

During the delivery process, English is used for:

- Report messages from drivers.
- Updating the delivery status on the system.
- Sending notifications to international customers.

Examples of statuses in English:

- On the way

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- Delivered
- Delayed due to traffic
- Pending confirmation

→ The coordination staff needs to compile progress reports in English when working with management or foreign partners.

2.2.3 Using English in problem-solving and customer service during delivery.

a. Handling late delivery, missing items, or incorrect orders.

In reality, many issues can arise during delivery, such as:

- Late delivery due to traffic congestion or driver shortage.
- Missing or incorrect items.
- Goods damaged during transportation.

The coordination staff must use English to:

- Explain the issue to the customer or supplier.
- Propose solutions: supplementary delivery, rescheduling, refund, etc.
- Apologize to the customer and provide a commitment to support.

Examples:

"We apologize for the delay. The replacement goods will be sent immediately."

"There was a mistake in the order. We will arrange the correct items as soon as possible."

"Could you please provide a photo of the damaged goods for verification?"

b. Making phone calls, sending emails, and reporting incidents in English

In addition to direct communication, the coordination staff must:

- Send incident reports via email.
- Make phone calls to quickly resolve urgent situations.
- Prepare end-of-day/week summary reports in English when required for international partners.

Examples:

"Please find the incident details in the attached report."

"We are working on the issue and will update you shortly."

→ Handling incidents in English requires staff to have good communication skills, knowing how to express themselves concisely yet completely.

c. Coordination with Multiple Departments on Issues

In many cases, the coordination staff must communicate in English with:

- Warehouse Team
- Procurement Department
- Customer Service Department

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- Logistics Partners

Examples:

"The warehouse reported a stock discrepancy. Please double-check the inventory."

"Customer Service needs an update regarding order #MM2025."

2.3 Evaluation of delivery coordination at MM Mega Market Da Nang.

The delivery coordination activities at MM Mega Market Da Nang play a crucial role in ensuring a smooth, efficient, and continuous supply chain. Based on observations during the internship period, the coordination department has demonstrated professionalism, proactive planning, and flexibility in organizing, supervising, and executing delivery-related tasks. However, alongside notable achievements, certain limitations still exist and require improvement.

2.3.1. Achievements

a. Clear and professional coordination procedures

The delivery coordination process at MM Mega Market Da Nang is managed through a structured workflow with clearly defined responsibilities among coordinators, warehouse staff, drivers, and the customer service team. This systematic approach helps ensure that order processing, delivery scheduling, vehicle arrangement, and delivery monitoring are conducted smoothly and effectively.

b. Effective application of information technology

The use of order management systems, warehouse management software, and route-tracking tools enables coordinators to:

- Access accurate order information
- Monitor delivery progress in real time
- Reduce errors in data entry and scheduling
- Facilitate communication between departments

→ These technological tools significantly enhance coordination efficiency.

c. Quick and effective problem-solving capability

Delivery coordinators demonstrate strong skills in handling unexpected issues such as:

- Delays caused by traffic
- Sudden changes in customers' receiving times
- Missing or incorrect items during loading
- External disruptions such as weather or road restrictions

→ This flexibility minimizes disruptions to the delivery timeline.

d. Adequate use of English in daily communication

For foreign suppliers and customers, coordinators can successfully:

- Send delivery confirmation emails

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- Exchange product-related information
- Report delivery issues
- Communicate with international partners

→ Although some limitations remain, English competency generally meets the operational requirements.

e. Strong interdepartmental cooperation

The coordination team maintains effective collaboration with:

- Warehouse department
- Purchasing department
- Quality control team
- Customer Service
- Drivers and transportation partners

→ This cooperation supports the seamless execution of delivery processes and minimizes operational errors.

2.3.2. Limitations and Causes.

Despite achieving positive results, the delivery coordination process still faces several challenges due to heavy workloads, high operational standards, and the diversity of customer demands.

a. Occasional errors in scheduling and order verification

During peak periods, the large number of orders sometimes results in:

- Overlapping delivery schedules
- Insufficient vehicles or manpower
- Errors in product quantity or item codes

→ These issues mainly stem from time pressure and data overload.

b. Uneven English proficiency among staff and drivers

Although coordinators generally use English effectively, challenges remain:

- Drivers and warehouse staff rarely use English
- Some coordinators lack specialized logistics vocabulary
- Certain English emails are still unclear or too brief

→ This creates difficulties when working with foreign customers or international suppliers.

c. Inconsistent coordination between departments

Some issues arise due to gaps in information flow, such as:

- Purchasing department not updating changes promptly
- Warehouse staff miscounting stock, resulting in shortages
- Customer Service failing to immediately update schedule changes from customers

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→ Most of these issues stem from a workflow that relies heavily on manual communication.

d. Facilities and vehicles not always meeting demand

At certain times, the following challenges occur:

- Insufficient delivery vehicles
- Urban traffic congestion causing delays
- Occasional technical problems with warehouse equipment

→ These issues directly affect delivery speed and accuracy.

e. High workload pressure, especially during peak seasons

During year-end months or holiday periods:

- Order volumes increase significantly
- Delivery times become more urgent
- Staff members often work overtime

→ High pressure can lead to mistakes, reduced communication quality, and slower order processing.

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CHAPTER 3: PRACTICAL EXPERIENCE GAINED DURING THE INTERNSHIP

3.1 Comparison between theory and practice in delivery coordination

3.1.1 Similarities

During my internship at MM Mega Market in Da Nang, I discovered that many theoretical concepts from my academic studies closely align with the practical operations I encountered. Here are the key observations I made:

Objectives of Delivery Coordination: Both theoretical frameworks and real-world practices emphasize the same goals: ensuring timely deliveries, maintaining accuracy in order quantities, and minimizing operational errors.

Role of the Coordinator: The essential function of the coordinator is vividly illustrated in practice. As described in theory, the coordinator serves as a crucial link, connecting various departments including the warehouse, purchasing, sales, and external transport partners.

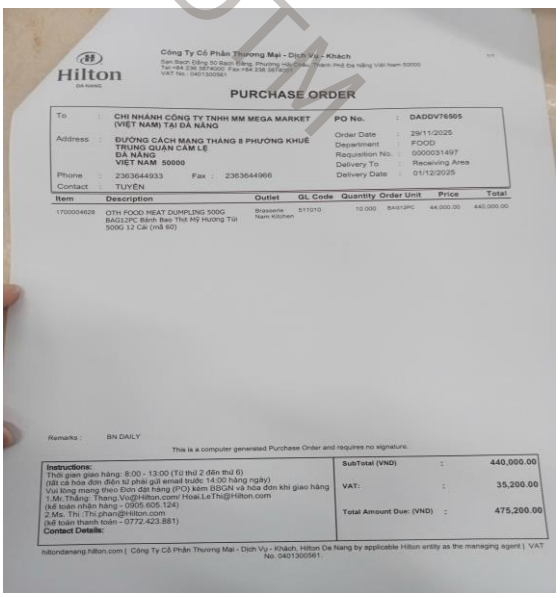
Delivery Process: The fundamental steps in the delivery process mirror what is taught in class. This includes receiving orders, checking product availability, arranging transportation, monitoring progress, and confirming completion of deliveries.

Importance of Communication: The significance of effective communication is consistent with theoretical descriptions. In practice, coordinators utilize various communication channels—such as phone calls, emails, and messaging apps like Zalo - to facilitate information exchange.

Collaboration with External Transport Partners: Another notable similarity is the collaboration with external transportation units. The theoretical concept of outsourcing is actively applied at MM Mega Market, which partners with multiple logistics providers to enhance delivery efficiency.

In summary, my internship experience reinforced the relevance of academic theories in practical settings, highlighting the effective interplay between theory and real-world application.

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Công Ty Cổ Phần Thương Mại - Dịch Vụ - Khách

Hilton DA NANG

PURCHASE ORDER

To : CHI NHÁNH CÔNG TY TNHH MM MEGA MARKET (VIỆT NAM) TẠI ĐÀ NẴNG

Address : ĐƯỜNG CÁCH MẠNG THÁNG 8 PHƯỜNG KHUÊ TRUNG QUẬN CẨM LỆ ĐÀ NẴNG VIỆT NAM 50000

Phone : 2363644933 Fax : 2363644966

Contact : TUYỀN

PO No. : DADDV76905

Order Date : 29/11/2025

Department : FOOD

Requisition No. : 0000031497

Delivery To : Receiving Area

Delivery Date : 01/12/2025

Item	Description	Outlet	GL Code	Quantity	Order Unit	Price	Total
1700004628	OTH FOOD MEAT DUMPLING 500G BAG12PC Bánh Bao Thịt Mỹ Hương Túi 500G 12 Cái (mã 60)	Brasserie Nam Kitchen	511010	10.000	BAG12PC	44,000.00	440,000.00

Remarks : BN DAILY

This is a computer generated Purchase Order and requires no signature.

Instructions:
Thời gian giao hàng: 8:00 - 13:00 (Từ thứ 2 đến thứ 6)
(tất cả hóa đơn điện tử phải gửi email trước 14:00 hàng ngày)
Vui lòng mang theo Đơn đặt hàng (PO) kèm BBGN và hóa đơn khi giao hàng.
1.Ms.Thảng: Thang.Vu@Hilton.com/ Hoai.LeThi@Hilton.com
(kế toán nhận hàng – 0905.605.124)
2.Ms. Thi : Thi.phan@Hilton.com
(kế toán thanh toán – 0772.423.881)
Contact Details:

SubTotal (VND)	:	440,000.00
VAT:	:	35,200.00
Total Amount Due: (VND)	:	475,200.00

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3.1.2 Differences

Despite these similarities, several differences between theory and actual operations also exist:

- Lower level of automation:

Theory often assumes the use of modern transportation management systems (TMS), but many tasks at MM Mega Market are still performed manually, such as data entry, checking documents, or confirming delivery information via messages.

- Lack of fully synchronized information systems:

Certain datasets are not updated in real time, requiring cross-verification among departments.

- Actual workload is heavier than described in theory, especially during peak hours or promotional periods when coordinators must handle multiple tasks simultaneously.

- Greater operational flexibility:

In theory, processes are usually presented in a stable and structured manner. In reality, unexpected issues such as shortages, late trucks, or sudden customer changes require coordinators to adjust plans quickly.

- Considerable reliance on external carriers, whereas theoretical models emphasize stronger internal control. This makes it difficult to manage issues such as delays or driver changes.

3.2 Personal Learning Outcomes and Experience Gained During the Internship

3.2.1 Professional Knowledge Acquired

Throughout my internship, I acquired valuable insights and knowledge related to delivery coordination, specifically:

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In-depth Understanding of the Delivery Process: I gained a comprehensive understanding of the entire delivery coordination process, which encompasses everything from receiving orders to the final delivery.

Skills in Order Verification: I developed skills in checking and verifying order information, ensuring accuracy in product codes, quantities, delivery times, and any special requirements specified by customers.

Practical Experience with Management Systems: I received hands-on experience using the company's internal management system, particularly regarding data entry and order processing tasks.

Knowledge of Procedures with Transport Partners: I learned about the procedures involved in working with transport partners, including effective communication, vehicle arrangements, and tracking the progress of deliveries.

Understanding Organizational Structure: I gained a clearer understanding of the coordination department's organizational structure, the roles of individual positions, and how different departments, such as warehouse, purchasing, sales, and customer service, interconnect effectively.

These insights provided me with a realistic and comprehensive perspective on delivery coordination within the retail and logistics sectors.

3.2.2 Soft Skills Improved (Communication, Problem-Solving, Teamwork, etc.)

During the internship, I also developed several important soft skills:

- Communication skills:

I learned how to communicate effectively and professionally when interacting with colleagues and external partners.

- Problem-solving skills:

I encountered various real issues such as delays, order discrepancies, or lack of transportation. Through guidance, I learned to analyze causes calmly and suggest appropriate solutions.

- Teamwork skills:

Working frequently with the coordination team, warehouse department, and sales staff helped me improve collaborative skills in a fast-paced environment.

- Time management skills:

Due to fluctuating workloads, I learned to prioritize tasks efficiently to meet deadlines.

3.2.3 Attitude

The internship helped me develop:

- A strong sense of responsibility, especially in verifying information before transferring tasks to other departments.

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- Proactive work habits, including supporting colleagues when needed and researching procedures independently.
- Professional behavior, respecting time, discipline, and company regulations.
- A willingness to learn and improve, by accepting feedback and continuously enhancing my skills.

3.3 Suggestions for MM Mega Market Da Nang and the College of Commerce

3.3.1 For MM Mega Market Da Nang

- Upgrade the information management system to reduce manual tasks and increase operational efficiency.
- Organize more internal training sessions to enhance staff knowledge and standardize procedures.
- Strengthen interdepartmental coordination, especially between warehouse, purchasing, and delivery coordination.
- Improve cooperation with transport partners through regular evaluations and a clear reward–penalty mechanism.
- Provide better support for interns, including clearer task assignments and consistent mentorship.

3.3.2 For the College

- Increase practical training and simulations in relevant courses to prepare students for real-world situations.
- Update the curriculum to reflect the rapid development of Logistics and Supply Chain Management.
- Expand partnerships with businesses, giving students more opportunities for internships and workplace exposure.
- Enhance soft skills training, such as communication, problem-solving, and office skills, which are crucial for professional environments.

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