

CLIENTS CHARTER PERFORMANCE FOR 1th QUARTER 2016

No.	Charters/ Promise	Complete within time-frame/ Client Charters` Standard		Complete after time-frame/ Client Charters` Standard		Number of Services
		Conforming to Charter (Quantity)	Conforming to Charter (%)	Not Conforming to Charter (Quantity)	Not Conforming to Charter (%)	Total
1	To provide feedback within ONE working day after receiving any enquiry from our valued customers	1,786	77.7	513	22.3	2,299
2	To respond and provide our service proposal within SEVEN working days after receiving confirmed request from our valued customers	509	100.0	0	0.00	509
3	To confirm the participation of our valued customers in programs organised by MPC not later than FIVE working days before the program starts	208	57.5	154	42.5	362
4	To complete projects within the time frame agreed upon by our valued customers	54	100.0	0	0.0	54
	TOTAL	2,557	79.3	667	20.7	3,224