

CLIENTS CHARTER PERFORMANCE FOR 2nd 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	1,301	72.3	499	27.7	1,800
2	To respond and provide our service proposal within SEVEN working days after receiving confirmed request from our valued customers	749	99.7	2	0.3	751
3	To confirm the participation of our valued customers in programs organised by MPC not later than FIVE working days before the program starts	198	53.7	171	46.3	369
4	To complete projects within the time frame agreed upon by our valued customers	12	100.0	0	0.0	12
	TOTAL	2,260	77.1	672	22.9	2,932