

CLIENTS CHARTER PERFORMANCE FOR 3rd QUARTER 2015

No.	Charters/ Promise	Complete within time-frame/ Client Charters` Standard		Complete after time-frame/ Client Charters` Standard		Number of Services
		Standard Expectation (Quantity)	Standard Expectation (%)	Below Standard Expectation (Quantity)	Below Standard Expectation (%)	Total
1	To provide feedback within ONE working day after receiving any enquiry from our valued customers	1749	83.84	337	16.16	2086
2	To respond and provide our service proposal within SEVEN working days after receiving confirmed request from our valued customers	425	85.34	73	14.66	498
3	To confirm the participation of our valued customers in programs organised by MPC not later than FIVE working days before the program starts	275	54.78	227	45.22	502
4	To complete projects within the time frame agreed upon by our valued customers	86	75.44	28	24.56	114
	TOTAL	2535	79.22	665	20.78	3200