

CLIENTS CHARTER PERFORMANCE FOR 4rd QUARTER 2018

No.	Charters/ Promise	Complete <u>within</u> time-frame/ Client Charters' Standard		Complete <u>after</u> time-frame/ Client Charters' Standard		Number of Services
		Conforming to Charter		Not Conforming to Charter		
		(Quantity)	(%)	(Quantity)	(%)	
1	To provide feedback within ONE working day after receiving any enquiry from our valued customers.	1,164	89.0	142	11.0	1,306
2	To respond and provide our service proposal within SEVEN working days after receiving confirmed request from our valued customers.	430	100.0	0	0.0	430
3	To confirm the participation of our valued customers in programs organised by MPC not later than FIVE working days before the program starts.	191	82.0	43	18.0	234
4	To complete projects within the time frame agreed upon by our valued customers.	43	96.0	2	4.0	45