

CLIENTS CHARTER PERFORMANCE FOR 3rd QUARTER 2017

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.	1,255	70.8	517	29.2	1,772
2	To respond and provide our service proposal within SEVEN working days after receiving confirmed request from our valued customers.	613	100.0	0	0.0	613
3	To confirm the participation of our valued customers in programs organised by MPC not later than FIVE working days before the program starts.	206	72.0	80	28.0	286
4	To complete projects within the time frame agreed upon by our valued customers.	33	100.0	0	0.0	33