

CLIENTS CHARTER PERFORMANCE FOR 3rd 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	1192	61.3	754	38.7	1946
2	To respond and provide our service proposal within SEVEN working days after receiving confirmed request from our valued customers	649	100.0	0	0.0	649
3	To confirm the participation of our valued customers in programs organised by MPC not later than FIVE working days before the program starts	188	46.8	214	53.2	402
4	To complete projects within the time frame agreed upon by our valued customers	19	100.0	0	0.0	19
	TOTAL	2048	67.9	968	32.1	3016