

CLIENTS CHARTER PERFORMANCE FOR 4th 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	981	61.6	611	38.4	1,592
2	To respond and provide our service proposal within SEVEN working days after receiving confirmed request from our valued customers	590	100.0	0	0.0	590
3	To confirm the participation of our valued customers in programs organised by MPC not later than FIVE working days before the program starts	176	49.4	180	50.6	356
4	To complete projects within the time frame agreed upon by our valued customers	29	100.0	0	0.0	29