

CLIENTS CHARTER PERFORMANCE FOR 1st 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.	1,590	92.6	127	7.4	1,717
2	To respond and provide our service proposal within SEVEN working days after receiving confirmed request from our valued customers.	419	100.0	0	0.0	419
3	To confirm the participation of our valued customers in programs organised by MPC not later than FIVE working days before the program starts.	182	88.7	23	11.2	205
4	To complete projects within the time frame agreed upon by our valued customers.	12	100.0	0	0.0	12