

CLIENTS CHARTER PERFORMANCE FOR 2nd QUARTER 2019

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.	1,054	96	45	4	1,099
2	To respond and provide our service proposal within SEVEN working days after receiving confirmed request from our valued customers.	273	94	18	6	291
3	To confirm the participation of our valued customers in programs organised by MPC not later than FIVE working days before the program starts.	219	96	9	4	228
4	To complete projects within the time frame agreed upon by our valued customers.	0	0	0	0	0