

## CLIENTS CHARTER PERFORMANCE FOR 3rd QUARTER 2019

| No. | Charters/ Promise  | Complete <u>within</u> time-frame/<br>Client Charters' Standard |     | Complete <u>after</u> time-frame/<br>Client Charters' Standard |     | Number of<br>Services |
|-----|--|---|-----|--|-----|-----------------------|
|     |  | Conforming to Charter   |     | Not Conforming to Charter                                      |     |                       |
|     |  | (Quantity)  | (%) | (Quantity)   | (%) |                       |
| 1   | To provide feedback within <b>ONE</b> working day after receiving any enquiry from our valued customers.   | 1,342   | 98  | 33   | 2   | 1,375                 |
| 2   | To respond and provide our service proposal within <b>SEVEN</b> working days after receiving confirmed request from our valued customers.            | 215   | 98  | 5  | 2   | 220                   |
| 3   | To confirm the participation of our valued customers in programs organised by MPC not later than <b>FIVE</b> working days before the program starts. | 197   | 90  | 22   | 10  | 219                   |
| 4   | To complete projects within the <b>time frame agreed upon</b> by our valued customers.   | 4   | 100 | 0  | 0   | 4                     |