

CLIENTS CHARTER PERFORMANCE FOR 4th QUARTER 2020

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.	556	100	0	0	556
2	To respond and provide our service proposal within SEVEN working days after receiving confirmed request from our valued customers.	197	100	0	0	197
3	To confirm the participation of our valued customers in programs organised by MPC not later than FIVE working days before the program starts.	75	91.5	7	8.4	82
4	To complete projects within the time frame agreed upon by our valued customers.	35	94.6	2	5.4	37