

CLIENTS CHARTER PERFORMANCE FOR 4th QUARTER 2015

No.	Charters/ Promise	Complete within time-frame/ Client Charters` Standard		Complete after time-frame/ Client Charters` Standard		Number of Services
		Standard Expectation (Quantity)	Standard Expectation (%)	Below Standard Expectation (Quantity)	Below Standard Expectation (%)	Total
1	To provide feedback within ONE working day after receiving any enquiry from our valued customers	1581	72.79	591	27.21	2172
2	To respond and provide our service proposal within SEVEN working days after receiving confirmed request from our valued customers	669	100.00	0	0.00	669
3	To confirm the participation of our valued customers in programs organised by MPC not later than FIVE working days before the program starts	162	41.75	226	58.25	388
4	To complete projects within the time frame agreed upon by our valued customers	15	75.00	5	25.00	20
	TOTAL	2427	74.70	822	25.30	3249