

CLIENTS CHARTER PERFORMANCE FOR 2nd 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.	1,149	94.6	66	5.4	1,215
2	To respond and provide our service proposal within SEVEN working days after receiving confirmed request from our valued customers.	305	100.0	0	0.0	305
3	To confirm the participation of our valued customers in programs organised by MPC not later than FIVE working days before the program starts.	80	70.2	34	29.8	114
4	To complete projects within the time frame agreed upon by our valued customers.	10	100.0	0	0.0	10