

## CLIENTS CHARTER PERFORMANCE FOR 4th 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 <b>ONE</b> working day after receiving any enquiry from our valued customers.	937	93	69	7	1,006
2	To respond and provide our service proposal within <b>SEVEN</b> working days after receiving confirmed request from our valued customers.	188	100	0	0	188
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.	216	74	76	26	292
4	To complete projects within the <b>time frame agreed upon</b> by our valued customers.	26	84	5	16	31