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Master List/ Matrix/ Table

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Processes	Objectives	Key Performance Indicators	Targets
1. Membership Management	To achieve efficiency in “satisfied” on the level of customer satisfaction using “satisfied” and “dissatisfied” scale.	The monthly percentage of customers who are 'satisfied' with the membership services.	Minimum 90.00%
2. Circulation Service	To achieve efficiency in circulation transactions.	The monthly percentage of library materials checked in and out within one minute of being entered into the library management system.	Minimum 90.00%
3. Inter Library Loan Service	To achieve efficiency in processing of user's requests for Inter Library Loan (ILL) services .	The monthly percentage of fulfilment of users' requests for Interlibrary Loan (ILL) service from third parties within seven (7) working days per month.	Minimum 80.00%

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