

Guidelines

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1 October 2024

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1 October 2024

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Document No. : GL-IS-01
Revision No. : 4
Effective Date : 01 October 2024

This guideline explains the management process for handling the Services Rating Form.

(A) Feedback Form Process 1

1. The Designated Officer (DO) shall brief and advise users to fill out the Service Rating Form System after utilizing library services. Users are encouraged to provide ratings for the services provided by staff.
2. During offline service, the DO shall collect the completed survey forms once users have signed off after using the library services. However, this process applies to walk-in members only.
3. For printed forms, the DO shall acknowledge the receiver of the survey form by filling in the designated "office use" column on the form.
4. The survey forms shall be kept by the DO, and the compiled data shall be submitted to the DO at the end of every month.
5. The compiled data shall be further analysed by the DO or Head of Division for monthly reporting to management.

(B) Feedback Form Process 2

1. The DO shall be informed of the findings of the survey accordingly.
2. Corrective actions shall be taken accordingly in response to the findings.

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