

Quality Procedure

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Purpose

This procedure is established and maintained to ensure that the processes of incoming and outgoing mails are done systematically accordance with approved procedure by designated officers to support Quality Management System, in achieving customer satisfaction/ in meeting customer needs.

Scope

This procedure shall be use at Pustaka Negeri Sarawak and all campuses. It covers printed and non-printed correspondences received by the officers at the registry.

Definition

Registry Officers (RO) shall refer to Registry Officer assigned in Pustaka Negeri Sarawak, Kuching, Pustaka Negeri Sarawak, Miri, State Record Repository (SRR) and Pustaka Negeri Sarawak, Sibul.

Process Details

1.0 Receipt of Incoming Mails

1.1 Whenever an incoming mail arrived through the following channels, the Registry Officer shall stamp them.

- a. Fax
- b. Email
- c. Correspondence and Case Tracking Unified System (CACTUS)
- d. By hand
- e. By Mail

1.1.1 If the mails received through CACTUS or email they shall be printed and stamped.

2.0 Upon receipt of incoming mails the RO shall record in the Correspondences and Case Tracking Unified System (CACTUS) within one (1) working days

2.1 Once the letter has been stamped the RO shall login into CACTUS to

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records the following details:-

- a. Sender
- b. Subject
- c. Senders Reference Number
- d. Document Type
- e. Clasification
- f. Branch
- g. Date of Written
- h. Date of Received
- i. Filing Number

2.2 Once the details have been recorded, RO shall stamp and write the following:

- a) Folio number
- b) CACTUS ID
- c) Reference Number

2.3 Once all the details are written, RO shall immediately scan and upload the documents into the CACTUS to be routed to Chief Executive Officer (CEO) or relevant officers for action within one (1) working day.

2.4 Once the mails are scanned and uploaded into CACTUS, the document shall be filed according to the file reference number in Registry room within three (3) working days.

3.0 Issuance of reference number

3.1 Upon receipt of the application of folio number from the Requester through the CACTUS, RO shall identify reference number and folio number and notify the Requester within one (1) working day.

3.1.1 The Requester shall get the physical correspondence signed by the relevant officers and forward the signed physical correspondences to RO.

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- 3.2 Once the photocopy of original is sent out for dispatch, the RO shall scan and upload it to CACTUS and filed within three (3) working days.
- 3.3 Once the photocopy of original correspondence has been made, the RO shall send the original correspondences for dispatch within one (1) working days.
- 3.4 Once the correspondence is uploaded and filed the RO shall notify the Requester of the dispatched correspondence.

4.0 Dispatching of Hard Copy Correspondences

- 4.1 Once the Requester has been notified, the RO shall immediately register the correspondence in the Dispatch Log and send the correspondences via the following channels: -
 - a. By hand
 - b. Courier
 - c. Postal Service
- 4.1.1 For purchase order, questionnaires and tender documents, the addressee shall be notified by the Requester to collect the documents.

5.0 Control of Documented Information

- 5.1 After the completion of the Dispatch Log, the RO shall immediately keep it in Dispatch Log File and place the file in the Registry Room.
 - 5.1.1 The Dispatch Log shall be categorised as “Open” and can be accessed by all staff.
 - 5.1.2 The Dispatch Log shall be retained for a period of one (1) year from the date of its completion.
- 5.2 When the Dispatch Log has passed its retention period, the RO shall within 30 working days and through hard seek the permission of the Head of Corporate Communication to dispose it.

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