

Master List/Matrix/Table

Reviewed by:

Shirley Szebah ak Mambai

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Approved by:

Razak Bin Rambili

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MT-CM-MR-01 Corporate Management Division - Table of Quality Objectives

Processes	Statement of Quality Objectives	Key Performance Indicators	Targets
1. Purchasing Control	To achieve effectiveness in payment process.	Number of working days payment made from the date the invoice is verified and ready for payment done quarterly.	13
	To achieve efficiency in cash handling process.	Number of days cash being deposited into bank	Above RM2,000 to be bank in on the same day and if the cash is received after 2pm it will be bank in the next working day
2. Re- evaluation of Existing Contractors/ Suppliers	To achieve effectiveness in the Selection, Evaluation Contractors/ Suppliers.	Number of the evaluation done in a year.	2
3. Scheduled Maintenance of Building Facilities and Equipment.	To ensure the efficiency of scheduled maintenance of building facilities and equipment.	1) The number of maintenance of the centralized & split unit air-conditioning system in a month.	1
		2) The number of maintenance of the lift in a month.	1
3) Corrective Maintenance of Building Facilities and Equipment.	To ensure efficiency and effectiveness in handling of corrective maintenance.	The number of working days to rectify the simple problem from the date of the complaint.	3
4) Management of Work Environment.	To achieve efficiency in the management of work environment.	1. The number of monitoring temperature done in a month on the workplace physical factors and conditions	1

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Processes	Statement of Quality Objectives	Key Performance Indicators	Targets
5) Management of customer complaints	Customer complaint (s) shall be acknowledged within one (1) working day upon receipt by PRO All completed customer complaint routing forms (CCRF) shall be returned to PRO by pertinent Head of Sector, Head of Division, Head of Unit or any designated officer within 7 working days from the issue date.	Number of working days to acknowledged complaints received Number of working days to take action on complaint received	1 working day 7 working days
6) Handling of incoming & outgoing correspondences	The achieve the efficiency and effectiveness in the process management of incoming and outgoing correspondences	1) The number of working days to process and route incoming correspondence to the relevant officers 2) The number of working days to dispatch the correspondence from the date the completed correspondence was received	3 3
3) Preventive maintenance of ICT system	To ensure the efficiency of Pustaka Negeri Sarawak's ICT application and hardware services.	The number of preventive maintenance completed in a month for Miri	20
4) Corrective Maintenance	To minimize delay in communication and processing of work.	1) The number of working days taken rectify the simple problem 2) The number of working days taken to rectify the complex problem	2 10
5) Scheduled Patrolling	To ensure the safety of the building, garden and equipment including users and staff in Pustaka Negeri Sarawak, Miri.	The number of patrols done in a month according to Patrolling Schedule.	24 rounds per day

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