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# Master List/ Matrix/Table

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3<sup>rd</sup> February 2025

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| Data to be Analysed                                                | Frequencies of Analysis | Methods of Analysis       |
|--------------------------------------------------------------------|-------------------------|---------------------------|
| a) Performance of re-evaluation of existings suppliers/contractors | Half-yearly             | a) Table<br>b) Bargraphs  |
| c) Customer complaints                                             | Quarterly               | a) Tables<br>b) Bargraphs |
| d) Corrective Action                                               | Annually                | a) Tables<br>b) Bargraphs |
| e) Number of compliments                                           | Quarterly               | a) Tables<br>b) Bargraphs |
| f) Non-compliance and observations                                 | Annually                | a) Tables<br>b) Bargraphs |
| g) Preventive Maintenance of ICT System                            | Quarterly               | Tables                    |
| a) Corrective Maintenance of ICT Systems                           | Quarterly               | a) Tables<br>b) Bargraphs |