

Master List/ Matrix/ Table

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Processes	Quality Objectives	Key Performance Indicators	Targets
1. Management Review Meeting	To achieve the efficiency and effectiveness in managing of Management Review Meeting	Number of Management Review Meeting conducted	1 Management Review Meeting per year
2. Management of Customer Complaint	Customer complaint(s) shall be acknowledged within one working day upon receipt by PRO	Number of working days to acknowledged complaints received	1 working day
	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 take action on complaint received	7 working days

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Processes	Quality Objectives	Key Performance Indicators	Targets
4. Management of Risk	To achieve the efficiency and effectiveness in Risk Management	The time taken to update the Matrix of Internal and External Issues from the date of noncompliance or when the issue is detected.	5 working days
5. Management of Change	To achieve the efficiency and effectiveness in managing changes in Pustaka Negeri Sarawak	The maximum time taken to affect the change from the date of request for change	15 working days
6. Corrective Action	To achieve the efficiency and effectiveness in managing corrective action in Pustaka Negeri Sarawak	The number of working days taken to investigate the root cause of noncompliance	10
7. Control of Documented Information	To achieve the efficiency and effectiveness in the control of documented information	Number of working day to upload the approved documented information into the PUSTAKA ISO Online (PISO)	5 working days

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Processes	Quality Objectives	Key Performance Indicators	Targets
8. Analysis and Evaluation	To achieve the efficiency and effectiveness in the process of evaluation and analysis of data	The number of reminder issued to the respective HOD/HOU to perform evaluation and analysis of data.	2 reminders a year
9. ISO Internal Audit	To achieve the efficiency and effectiveness in managing internal audit process	Number of internal audit conducted in a year	2
10. Monitoring of Quality Objective	To achieve the efficiency and effectiveness in the process of quality objective monitoring	The number of reminder issued to the respective HOD/HOU to perform Quality objective monitoring.	2 reminders a year
11. Management of Incoming and Outgoing Correspondences	To achieve the efficiency and effectiveness in the process management of incoming and outgoing correspondences	The number of working day to process and route incoming correspondence to the relevant officers. The number of working day to despatch the correspondence from the date the completed correspondence is received.	1 working day 3 working days

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Processes	Quality Objectives	Key Performance Indicators	Targets
12. Handling of Active and Closed Files	To achieve the efficiency and effectiveness in the process handling of active and closed files	The number of working day to process request for establishment of new file from the date of approval.	1 working day
13. Handling of Travel Itinerary	To achieve the efficiency and effectiveness in the process of handling of travel itinerary.	The number of working day to process the travel request from the date of approval.	3 working days.

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