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Quality Procedure

Reviewed by: Approved by;

Mas Azreena Binti Majenis Fairul Azli Bin Banchit

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Purpose

This procedure is established and maintained to ensure that the processes of incoming and outgoing mails are done systematically in 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 used at Pustaka Negeri Sarawak, Sibu. It covers printed and non-printed correspondences received by the officers at the Registry.

Definition

Registry officers (RO) shall refer to Registry Officer assigned at Pustaka Negeri Sarawak Sibu.

Process Details

1.0 Receipt of Incoming Mails

- 1.1 Whenever a letter arrived through the following channels, the Registry Officer shall either physically write or digitally stamp the letter.
 - a. Facsimile
 - b. E-mail
 - c. Correspondence and Case Tracking Unified System (CACTUS)
 - d. By hand
 - e. By post/courier
- 1.1.1 If the letter is received through digital means, the letter shall be printed.

2.0 Recording in the Correspondence and Case Tracking Unified System (CACTUS)

- 2.1 Once received, the RO shall login into CACTUS to record the following details:
 - a. Sender
 - b. Subject
 - c. Sender's Reference Number

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- d. **Document Type**
- Classification e.
- f. Branch
- Date Written g.
- Date of Received h.
- i. Filing Number
- 2.2 Once the details have been recorded, RO shall digitally or physically write the following:
 - a. Folio number
 - b. CACTUS ID
 - c. File Number
- 2.3 Once all the details are written, RO shall immediately scan and upload the documents into the CACTUS to be routed to Regional Manager (RM) or relevant officers for action within one (1) working day.
 - Then the document shall be filed according to the file reference 2.3.1 number in the File Cabinet within seven (7) working days.

Issuance of Reference Number 3.0

- Upon receipt of the application of folio number from the Requester 3.1 through CACTUS, RO or Requester shall identify file number or file name.
- 3.2 The RO shall notify the Requester within five (5) working hours.
 - 3.2.1 The Requester shall get the physical or digital correspondence signed by the relevant officers and forward the signed physical or digital correspondence to RO.
- 3.3 Requester shall upload the signed copy for RO to update in CACTUS.
- 3.4 Once the photocopy of the original correspondence has been made, the RO shall send the original correspondence to despatch within one (1) working day.

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4.0 Despatching of Hard Copy Correspondence

- 4.1 Once the Requester has been notified, the RO shall immediately register the correspondences in the Document Tracking System and send the correspondences via the following channels:
 - a. By hand
 - b. Courier
 - c. Postal Service

5.0 Control of Documented Information

- 5.1 After the completion of the Document Tracking System (DOTRASS), the RO shall immediately keep it in Despatch List File and place the file in the file cabinet.
 - 5.1.1 The Despatch List File shall be categorised as "Open" and can be accessed by all staff.
 - 5.1.2 The Despatch List File shall be retained for a period of one (1) year from the date of its completion.

6.0 Disposal of Documented Information

Once the file has reached its retention period, the RO shall (within 30 working days) seek the permission of the Head Of Corporate Management, Sibu to dispose it.

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