

# Master List/Matrix/Table

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25<sup>th</sup> November 2021

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| Processes                                | Quality Objectives                                                                                                           | Key Performance Indicators                                                                                                    | Targets |
|------------------------------------------|------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|---------|
| 1. Membership Management                 | To achieve efficiency in "satisfied" on the level of customer satisfaction using "satisfied" and "dissatisfied" scale        | The percentage of customer satisfaction from <b>Service Rating Form</b> received per month                                    | 95%     |
| 2. Circulation Service                   | To achieve efficiency in circulation transaction within one minute                                                           | The percentage of circulation transaction within one minute per month                                                         | 90%     |
| 3. Inter Library Loan Service            | To achieve efficiency of user's request for Inter Library Loan (ILL) services                                                | The percentage of fulfillment of user's request for Inter Library Loan (ILL) service within seven (7) working days per month. | 80%     |
| 4. Reference Service                     | To achieve efficiency in "satisfied" on the level of customer satisfaction using "satisfied" and "dissatisfied" scale        | The percentage of customer satisfaction from <b>Service Rating Form</b> received per month                                    | 90%     |
| 5. Management of User Education Programs | To achieve efficiency in 'satisfactory' on the level of customer satisfaction using 5-point Likert Scale (Poor to Excellent) | The percentage of customer satisfaction from <b>Beneficiaries Satisfaction Rating Form</b> received per month                 | 90%     |

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