

Master List/Matrix/Table

Reviewed by:

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Processes	Internal Issues	External Issues
Management of Customer Complaint	Negative 1. Complaints are not conveyed and recorded properly by recipients (via verbal customer feedback); 2. Delay in handing over the recorded complaint feedback to PRO; 3. Relevant officers failed to return the Customer Complaint Routing Form (CCRF) within the stipulated due date.	Negative 1. Complaints from complainants are not channelled properly (i.e via individual / personal Social Media). 2. Complainants cannot differentiate the category of feedback i.e Complaints, Problem or Suggestion / Opinion in the official website. 3. Complainant does not provide complete personal information when submitting the complaint.
	Positive 1. Systematic approach or process (QP) has been established and determined in handling complaints. 2. Complaints are prioritized and important to be handled and resolved as soon as possible.	Positive 1. Complainants who have provided contact details are contacted immediately to assist resolve the complaint matter. 2. Complaints received are mostly genuine and valid which need immediate action(s).

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Processes	Internal Issues	External Issues
Monitoring of Customer Perception	Negative 1. Delay in submitting of report by relevant officers to PRO; 2. Untrained staff to analyse data.	Negative NIL
	Positive 1. Up to date customer perception report annually; 2. Management acknowledged complaints and compliments received annually; 3. Appropriate actions taken immediately upon receiving feedbacks.	Positive 1. Increase in satisfaction level of customers/users towards Pustaka services & facilities 2. Less customer complaint received 3. More compliment received 4. Increase Pustaka's corporate image

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Processes	Internal Issues	External Issues
Management Review Meeting	Negative NIL	Negative NIL
	Positive NIL	Positive NIL
Monitoring Quality Objective	Negative 1. Insufficient description prepared by the handling officer	Negative NIL
	Positive 1. To help handling officer in monitoring their performance.	Positive NIL
Analysis & Evaluation	Negative 1. Insufficient evaluation and analysis prepared by handling officer.	Negative NIL
	Positive NIL	Positive NIL

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Processes	Internal Issues	External Issues
Corrective Action Request	Negative 1. Insufficient/irrelevant info provided by the handling officer. 2. Lack of understanding on how to handle CAR form.	Negative 1. Customer's dissatisfaction on service provided.
	Positive 1. Problem/complaints can be solved and monitored.	Positive 1. Meet customer's satisfaction
Control of Documented Information	Negative 1. Submission of document for updating in the PUSTAKA ISO System is not following the standard format as given.	Negative NIL
	Positive 1. Documented information easily access through PUSTAKA ISO System (PISO) by all staffs; 2. Internal customer's satisfaction.	Positive 1. Public can make access with PUSTAKA ISO 2. Improve Pustaka's corporate image.

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Processes	Internal Issues	External Issues
Internal Audit	Negative 1. Not competent to do the audit; 2. Not enough training; 3. Not remember how to audit; 4. New auditor did not have experience in audit.	Negative NIL.
	Positive 1. Experienced Lead Auditor; 2. High commitment and teamwork among the auditor & lead auditors.	Positive NIL.

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Processes	Internal Issues	External Issues
Management of Change	Negative NIL	Negative NIL
	Positive 1. Improved in the quality of product/service.	Positive 1. Increased customer's satisfaction; 2. Satisfied Stakeholders.

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Processes	Internal Issues	External Issues
Management of Risk	Negative 1. Officer was not experience in handling risk management.	Negative NIL
	Positive 1. Provide the handling officer with the appropriate way on how to handling issue/s in their task.	Positive 1. Increased Customer's satisfaction; 2. Increased Stakeholder's satisfaction.

Processes	Internal Issues	External Issues
Management of Incoming and Outgoing Correspondences	Negative 1. The incoming mail is without attachments or appendixes. 2. The incoming mail with partial attachment. 3. Double entry of the incoming mail in CACTUS. 4. Incoming mail via CACTUS does not trigger email notification. 5. Incoming mail is not routed to relevant officers. 6. The incoming mail is wrongly attach during processing in CACTUS. 7. Incorrect assignment of folio number to incoming mail during processing. 8. Incorrect determination of subject matter in CACTUS 9. Outgoing mail is prepared and endorsed without the	Negative

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	folio number. 10. The details in application for folio number are not the same as detail in final letter. 11. The outgoing mail is not prepared in accordance with the format specified in <i>Surat Pekeliling Dalaman (003)PUSTAKA/100-10/1/2/JLD.3 – Penyeragaman dan Pengurusan Surat Rasmi Keluar</i> (outgoing mail) 12. The assigned folio number was not used two or three month after the assignment. 13. The assigned folio number was not used. 14. The outgoing mail is cancel but the registry was not informed. 15. Outgoing mail was not despatch. 16. The staff preparing the outgoing mail is not aware of the standard format. 17. Staff negligence and ignorance about the important of folio number. 18. Change in management directive on the subject matter. 19. Differences in perception about the subject matter among the staff. 20. Glitches in the system	
	Positive	Positive

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