

Master List/Matrix/Table

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Processes	Statement of Quality Objectives	Key Performance Indicators	Targets
1. Acquisition of Library Materials	To achieve acquisition of library materials remains within allocated versus allocated budget	Percentage of budget spent versus allocated budget	Minimum 90% of the allocated budget utilized annually
2. Organization of Acquired Library Materials	To achieve effectiveness and managing access of library materials (item catalogue)	Number of new library materials catalogued in every quarter	100 items per quarter
	To achieve effectiveness and managing access of library materials (record verification)	Number of bibliographic and authority records verified in every quarter	100 items per quarter
3. Receiving of Library Materials	To achieve efficiency in completing inspection of incoming library materials.	The duration to complete the inspection of incoming library materials from the date of receiving.	3 working days

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