

Master List/ Matrix/ Table

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Processes	Quality Objectives	Key Performance Indicators	Targets
1. Scheduled Maintenance of Building Facilities, Park and Equipment.	To ensure the efficiency of scheduled maintenance of building facilities, park and equipment.	Yearly % of total breakdown frequency of equipment	<10%
2. Corrective Maintenance of Park, Building Facilities and Equipment.	To ensure efficiency in handling of corrective maintenance.	1. Yearly % of total simple rectification work within 5 working days from the date assigned 2. Yearly % of total outsourced work within 30 working days after issuance of service order	80%
3. Management of Work Environment.	To achieve efficiency in the management of work environment.	1. Biannually % of total measurement of light intensity meet acceptance limit per monitoring 2. Monthly % of total measurement of temperature and humidity meet acceptance limit	90%

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