

Master List / Matrix / Table

Reviewed by:

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15th July 2026

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Processes		Statement of Quality Objectives	Key Performance Indicators	Targets
1.	Purchasing Control	To achieve effectiveness in payment process.	Number of days payment made after the invoice has been verified by requestor	Within 13 working days.
2.	Re-evaluation of Existing Supplier/Contractors	To ensure supplier and contractor re-evaluation is completed effectively and timely to support informed procurement decisions.	Percentage of supplier/contractor re-evaluations completed according to the scheduled evaluation period (January–June and July–December).	95%
3.	Management of Work Environment.	To achieve efficiency in the management or work environment.	Monthly % of total measurement of temperature and humidity meet acceptance limit	90%
4.	Corrective Maintenance of Building Facilities and Equipment.	To ensure efficiency and effectiveness in handling 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%

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Processes		Statement of Quality Objectives	Key Performance Indicators	Targets
5.	Scheduled Maintenance of Building Facilities and Equipment.	To ensure the efficiency of scheduled maintenance of building facilities and equipment.	Yearly % of total breakdown frequency of equipment	1
6.	Preventive Maintenance of ICT systems.	To ensure the efficiency of Pustaka Negeri Sarawak's ICT application and hardware services.	The number of Preventive Maintenance completed in a month.	Minimum 20 equipment per month
7.	Management of Customer Complaint	To ensure all customer complaint managed accordingly	Number of working days to take action on complaint received.	7 working days
8.	Management of Incoming and Outgoing Correspondences	To ensure that the process of incoming and outgoing mails are done systematically in accordance with approved procedure	The number of working day to process and route incoming correspondence to the relevant officers	1 working day
			The number of working day to despatch the correspondence from the date the completed correspondence is received.	1 working day

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Corporate Management Sibu Division, Table of Quality Objectives

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