# Master List / Matrix / Table

Reviewed by:

Approved by:

Mas Azreena Binti Majenis

Fairul Azli bin Banchit

30th June 2025

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### Corporate Management Sibu Division, Table of Quality Objectives pustaka negeri sarawak | read. Innovate, excel

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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.	Selection, Evaluation and Re- evaluation of Supplier / Contractors	To identify the efficiency of the contractors/suppliers	Number of ranking of the evaluation result within the criteria of the evaluation	Mark between 15 and above	
3.	Management of Work Environment.	To achieve efficiency in the management or work environment.	The number of monitoring done in a month on the work place physical factors and conditions.	1	
4.	Corrective Maintenance of Building Facilities and Equipment.	To ensure efficiency and effectiveness in handling of corrective maintenance.	The number of days to rectify the simple problem from the date of receipt of complaint.	Three (3) working days.	
5.	Scheduled Maintenance of Building Facilities and Equipment.	To ensure the efficiency of scheduled maintenance of building facilities park and equipment.	The number of scheduled Maintenance done per quarter.	1	

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	Processes	Statement of Quality Objectives	Key Performance Indicators	Targets
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.	Corrective maintenance of ICT Systems	To minimize delay in communication and processing of work	The number of completed troubleshooting in a month.	Within 5 Working days
8.	Management of Customer Complaint	To ensure all customer complaint managed accordingly	Number of working days to take action on complaint received.	7 working days

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