

Master List/Matrix/Table

Reviewed by:

Fiona Ravia Asing

Fiona Ravia anak Asing
2nd March 2022

Approved by:

Fairul Azli Banchit

Fairul Azli bin Banchit`
4th March 2022

Online copy of this documented information is

Document : MT-CES-SB-01
No.Revision : 1
No. Effective : 4th March 2022

Processes	Quality Objectives	Key Performance Indicators	Targets
Management of Community Engagement Programs	To achieve effectiveness in the implementation of Community Engagement Programs using 5 Point Likert Scale	The monthly percentage of customers who rating 3/5 – 5/5 point on the Likert Scale	90%

Online copy of this documented information is

Document : MT-CES-SB-01
No.Revision : 1
No. Effective : 4th March 2022