pustaka negeri sarawak | read. innovate. excel

Master List/Matrix/Table

Reviewed by:

Nurfarathul Agma

Nurfarathul Aqma binti Julani 3rd April 2023 Approved by:

Firul Azli

Fairul Azli Banchit 4th April 2023

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Processes	Statement of Quality Objectives	Key Performance Indicators	Targets
Membership Management	To achieve efficiency in "satisfied" on the	The monthly percentage of customers	Minimum 90%
	level of customer satisfaction using	who are "satisfied" with Membership	
	"satisfied" and "dissatisfied" scale	Services	
2. Circulation Services	To achieve efficiency in circulation	The percentage of circulation	Minimum 90%
	transaction within one minute	transaction completed within one	
		minute	
3. Inter Library Loan	To achieve efficiency of user's request for	The percentage of fulfillment of user's	Minimum 90%
	Inter Library Loan (ILL) services	request for Inter Library Loan (ILL)	
		service from third party within seven	
		(7) working days per month	
4. Reference Services	To achieve efficiency in "satisfied" on the	The monthly percentage of customers	Minimum 90%
	level of customer satisfaction using	who are "satisfied" with the Reference	
	"satisfied" and "dissatisfied" scale	Services	
5. Management of User	To achieve efficiency in 'satisfactory' on	The monthly percentage of customers	Minimum 90%
Education Programs	the level of customer satisfaction using 5-	who rates 3/5-5/5 point on the Likert	
	point Likert Scale (Poor to Excellent)	Scale	

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