

Master List/Matrix/Table

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No.	Processes	Statement of Quality Objectives	Key Performance Indicators	Targets
1.	Membership Management	To achieve efficiency in “satisfied” on the level of customer satisfaction using “satisfied” and “dissatisfied” scale	The monthly percentage of customers who are “satisfied” with Membership Services	Minimum 90%
2.	Circulation Services	To achieve efficiency in circulation transaction within one minute	The percentage of circulation transaction completed within one minute	Minimum 90%
3.	Inter Library Loan	To achieve efficiency of user's request for Inter Library Loan (ILL) services	The percentage of fulfillment of user's request for Inter Library Loan (ILL) service from third party within seven (7) working days per month	Minimum 80%
4.	Reference Services	To achieve efficiency in “satisfied” on the level of customer satisfaction using “satisfied” and “dissatisfied” scale	The monthly percentage of customers who are “satisfied” with the Reference Services	Minimum 90%

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