Quality **Procedure**

Reviewed by:	Approved by:
NORAFIQAH NABILAH JULAIHI	LAURENA ALOH
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Purpose

This procedure enables assessment of the existing suppliers/contractors' overall performance, work quality, punctuality, specification, and service performance against the price offered by those who supply goods/services that can affect the service/product provided by Pustaka Negeri Sarawak.

Scope

This procedure covers Suppliers and contractors who supply goods and services to Pustaka regularly (at least monthly) with the contract value of RM100,000.00 and above.

Process

1.0 Selection of Supplier/Contractor of goods/services

1.1 After the Supplier/Contractor has been selected based on the contract value, contract term, criticality of the service provided, and transaction of the year, the evaluation form shall be distributed to the respective officer for evaluation.

2.0 Updating List of the Approval Suppliers/Contractors

2.1 Upon receipt of Borang Permintaan Pembelian/Perkhidmatan for new supplier/contractor, Account Assistant (AA) shall update the list of Suppliers/Contractors profile immediately by adding the name of the new Suppliers/Contractors into e-Eolusis, Financial Accounting System (eFAS).

3.0 Re-evaluation of Existing Suppliers/Contractors

3.1 After identifying the Supplier/Contractor to be evaluated, the AA shall raise the Penilaian Pembekal/Kontraktor Barangan/Perkhidmatan (PPK) form half-yearly and complete the following particulars:

a. Only supplier/contractor having contract value of RM100,000.00 and above shall be re-evaluated.

b. AA shall send the PPK form by hand to the relevant Requesting Officer (RO).

3.2 After the RO evaluates and signs the PPK form within seven (7) working days, they shall submit it by hand or email to the AA for endorsement.

4.0 Overall Rating

4.1 Once the evaluation has been performed, the completed PPK form with comments (if any) shall be routed to the AA, to sum up the total score with overall comments and evaluation.

4.1.1 The status of the total score as Good, Satisfactory, or Poor shall be indicated on the PPK as per the following scheme:-

0-5 = Poor

6-12 = Satisfactory

13-15 = Good

5.0 Decision and Acceptance Status

5.1 Based on the overall evaluation status, taking into consideration the subjective comments made by the assessors, the AA shall discuss with the Accountant and the Deputy Chief Executive Officer (Operations) (DCEO(O) to determine and decide on the acceptance status, which could be one of the following decisions:

(i) Continue purchasing;

(ii) Continue purchasing but observe for (e.g., 3) months;

(iii) On-hold and observe for (e.g., 3) months;

(iv) Terminate immediately.

6.0 Review and Approve

6.1 Upon completion of the evaluation of the acceptance status, the AA shall sign off the "verified by" column.

6.2 After reviewing the AA, the PPK form shall immediately be submitted by hand to the HOS/Manager for approval.

6.3 After receiving the PPK, the HOS/Manager shall further review and approve or decline on the evaluation and decision within three (3) working days of receiving the PPK form.

7.0 Update Summary on the Evaluation of Suppliers/Contractors

7.1 After receiving the form, the AA shall update the Ringkasan Penilaian Pembekal/Kontraktor based on the PPK form within seven (7) working days.

7.1.1 AA shall prepare the analysis of data half-yearly, and the Accountant to report the findings, conclusion, and recommendation accordingly.

NOTE:
This evaluation report shall be used in the next suppliers' selection process if necessary.

8.0 Documented Information Maintained

8.1 Upon completion of the re-evaluation, the AA shall immediately file the form by supplier name alphabetically by year or evaluation, separated by dividers between years.

8.2 After the file is updated, the AA shall immediately store the file in the Cabinet at the Finance Unit.

8.2.1 The accountant shall retain the documented information raised for the exercise at the Finance Unit.

8.2.1.1 FRM-FIN-02 – Sample of a Penilaian Pembekal/Kontraktor Barangan/ Perkhidmatan (PPK) form.

Annexes

a) Sample of a Penilaian Pembekal/ Kontraktor Barangan/ Perkhidmatan (PPK) form.