

# Master List/ Matrix/Table

Reviewed by:

Nurdiyana Ramlee

22<sup>nd</sup> August 2025

Approved by:

Laurena Aloh

22<sup>nd</sup> August 2025

**Online copy of this documented information is the latest**

Document No. : MT-FM-02  
Revision No. : 6  
Effective Date : 22<sup>st</sup> August 2025

| Data to be Analysed                                                                                            | Frequencies of Analysis | Methods of Analysis |
|----------------------------------------------------------------------------------------------------------------|-------------------------|---------------------|
| 1. Number of complaints received on Pustaka Park                                                               | Bi-annual               | Pie Chart           |
| 2. Number of resolved complaints on building structure, fixture and fittings including electrical and plumbing | Bi-annual               | Pie Chart           |
| 3. Number of resolved complaints received on housekeeping                                                      | Bi-annual               | Pie Chart           |

**Online copy of this documented information is the latest**

Document No. : MT-FM-02  
Revision No. : 6  
Effective Date : 22<sup>st</sup> August 2025