

Master List/ Matrix/Table

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Processes	Quality Objectives	Key Performance Indicators	Targets
Transfer and Receive of Department/ Agency Records and Archives.	To achieve effective transfer of department/ agency records and archives.	Number of the transfer session for department/ agency records and archives per quarter.	Minimum 5 transfer session per quarter.
Reference of Department/ Agency Records and Archives at State Records Repository.	To achieve effectiveness of customer satisfaction in delivering the reference of department/ agency records and archives at State Records Repository.	Percentage of customer who are satisfied with reference to department/ agency records and archives at State Records Repository.	Minimum 70% per quarter.

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