

Master List/Matrix/Table

Reviewed by:

Edison Ricket

2nd January 2025

Approved by:

Ramdzan Saman

2nd January 2025

Online copy of this documented information is the latest

Document No. : MT-LLLIL-01
Revision No. : 0
Effective Date : 02 January 2025

Processes	Quality Objectives	Key Performance Indicators	Targets
1. Management of User Education Programs	To achieve efficiency in 'satisfactory' on the level of customer satisfaction using 5-point Likert Scale (Poor to Excellent)	The percentage on customer satisfaction from Beneficiaries Satisfaction Rating Form received per month	90%

Online copy of this documented information is the latest

Document No. : MT-LLLIL-01
Revision No. : 0
Effective Date : 02 January 2025