Quality **Procedure**

Reviewed by:	Approved by:
Mas Azreena Binti Majenis	Nurfarathul Azma Binti Julani
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Online copy of this documented information is the latest

Purpose

This procedure establishes a structured and consistent process for the re-evaluation of existing suppliers/contractors at Pustaka Negeri Sarawak, Sibu to ensure their continued suitability in terms of performance, quality, timeliness, compliance, and value for money, based on historical performance records.

This procedure ensures that evaluation results lead to clear decisions and actions and are not limited to analysis only.

Scope

This procedure applies to the re-evaluation of existing suppliers and contractors who supply goods and services to Pustaka Negeri Sarawak Sibu, including suppliers engaged through contract, quotation, tender, or direct purchase. It covers suppliers whose performance may affect operational effectiveness, financial control, service delivery, or compliance requirements.

Process Details

1.0 Selection of suppliers for Re-evaluation Supplier/Contractor of goods/services:

1.1 The Assistant Accountant (AA) shall identify suppliers and contractors with completed transactions recorded in the Financial Accounting System (e-FAS) for the periods of January to June and July to December for re-evaluation.

1.2 Criteria for Re-Evaluation:

- All suppliers and contractors with completed transactions during the evaluation period shall be evaluated.

2.0 Issuance of Evaluation Form

2.1 Issuance of Evaluation Form

Accountant Assistant (AA) shall issue the relevant evaluation form FRM-CM-SB-02 to the Requesting Officer (RO) within the first three (3) weeks of January and the first three (3) weeks of July from the Supplier Transaction

Report from e-FAs.

- RO shall complete and send to designated officer for approval
- RO shall return the complete form to AA within 7 working days

NOTE:

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

2.2 Evaluation Criteria

Suppliers shall be evaluated on:

2.2.1 Quality of goods/services

2.2.2 Timeliness of delivery

2.2.3 Compliance with specifications/terms

2.2.4 Overall of Performance

2.2.5 Value for money

3.0 Overall Rating

3.1 Once the evaluation has been performed, the completed FRM-CM-SB-02 form with comments (if any) shall be routed to the AA, to calculate the total score prepare the overall comments and evaluation.

3.2 The Assistant Accountant shall prepare FRM-CM-SB-03 based on the completed FRM-CM-SB-02 forms. The summary (FRM-CM-SB-03) shall be recommended by the designated officer and approved by the Regional Manager within seven (7) working days upon receipt of the completed FRM-CM-SB-02 from the Requesting Officer.

3.3 The following table is how scoring and rating should be prepared:

Total Score	**Rating**	**Action**
13-15	Good	Continue Purchasing
6-12	Satisfactory	Continue Purchasing & Monitor
0-5	Poor	Observe / Stop Purchasing / Escalate

3.4 Where a supplier or contractor has provided goods or services to more than one Requesting Officer during the evaluation period, each Requesting Officer shall complete a separate evaluation form. The Assistant Accountant shall determine the supplier's final rating by calculating the average score for each evaluation criterion. The averaged score shall be recorded in FRM-CM-SB-03.

4.0 Decision and Acceptance Status

4.1 AA shall email the approved summary and provide a complete analysis to designated officer and Regional Manager to determine and decide on the acceptance status, which could be one of the following decisions:

4.1.1 Continue purchasing.

4.1.2 Continue purchasing but observe (e.g. 3 months)

4.1.3 On-hold supplier and observe (e.g. 3 months);

4.1.4 Stop purchasing at branch level;

4.1.5 Escalate to HQ for termination / blacklisting (if applicable).

4.2 After the decision by designated officer and Regional Manager, AA shall email the decision to Pustaka Negeri Sarawak, Sibu for reference.

4.3 The Assistant Accountant shall maintain the approved supplier evaluation summary for reference during future supplier selection and procurement exercises.

5.0 Special Treatment for Utility Suppliers

5.1 Utility suppliers and contractors engaged under service contracts shall not be blacklisted solely due to poor performance:

- Issues shall be documented.
- Formal escalation to supplier management shall be initiated.
- SLA review or compensation may be requested.
- Regulatory escalation may be pursued if required.

6.0 Control of Documented Information

6.1 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 and immediately store the file in the Cabinet at the Finance unit;

6.1.1 FRM-CM-SB-02 – Borang Penilaian Pembekal / Kontraktor Pembekalan Bahan/ Barangan / Perkhidmatan (BPPK)

6.1.2 FRM-CM-SB-03- Ringkasan Penilaian Pembekalan/Kontraktor

6.2 Documented information shall be retained in accordance with the approved Records Retention Schedule of Pustaka Negeri Sarawak.

7.0 Disposal of Documented Information

7.1 When the documented information has reached its retention period, the AA shall seek the advice of the Departmental Record Officer for the disposal of the documented information