

Master List/Matrix/Table

Reviewed by:



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20th May 2026

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No.	Processes	Quality Objectives	Key Performance Indicators	Targets
1	Acquisition of Special Collection Materials	To ensure materials are processed and made accessible to user.	Number of days for materials are processed and shelved upon receiving from Technical Services Division.	7 working days
2	Reference Service of Special Collection Materials	To achieve effectiveness of customer satisfaction in delivering the reference of Special Collections Materials at Special Collection Room and State Records Repository	Percentage of customer satisfaction with reference to Special Collections service at Special Collection Room and State Records Repository.	Minimum 70% per quarter

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