

Master List/Matrix/Table

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Processes	Quality Objectives	Key Performance Indicators	Targets
1) Management of Organizational Knowledge.	To achieve efficiency and effectiveness in the capture, organization and sharing of organizational knowledge.	The number of times the knowledge base is used per quarter.	20
2) Website Maintenance.	To achieve efficiency in the maintenance of Pustaka Negeri Sarawak's official website and in house developed systems.	The number of working days taken to complete a request for updating website or in house developed system.	Three

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