

**REPORT OF CLIENT CHARTER'S ACHIEVEMENT FOR JULY  
PTJ: CENTRE FOR QUALITY ASSURANCE**

NO.	CLIENT CHARTER	JULY ACHIEVEMENT STATUS		JUSTIFICATION
		NUMBER	PERCENTAGE	
1	PTJ to receive announcement of ISO documentation changes not later than one (1) day prior to the effective date of the document	NONE	NONE	There are no reports for the current month (next effective date for 2019 as per calendar is on 20 August & 20 December 2019)
2	PTJ to receive the audit findings by the Certified Body within two (2) working days after the audit closing meeting	NONE	NONE	There are no reports for the current month (measurement and reporting after September 2019 @ on Q4/2019)
3	PTJ to received accreditation approval results within three (3) working days after the passage of senate minutes issued by senate secretariat	5	100%	Provisional Accreditation (FK dan FS) Full Accreditation (FK) & Maintenance Audit (FPAS dan FPP)
4	To inform the Cost Centre (PTJ) on the budget allocation approval for lab accreditation within five (5) working days after the notice of approval by Deputy Vice Chancellor (Research and Innovation) Office	NONE	NONE	There are no reports for the current month (no application for laboratory accreditation process by PTJ)

**SUMMARY**

NO. OF CLIENT CHARTER	ACHIEVED	NOT ACHIEVED	STILL CANNOT BE MEASURED
4	1	-	3 (based on current month)