

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

NO.	CLIENT CHARTER	AUGUST ACHIEVEMENT STATUS	
		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	1	100%
2	PTJ to receive the audit findings by the Certified Body within two (2) working days after the audit closing meeting	NONE	NONE
3	PTJ to received accreditation approval results within three (3) working days after the passage of senate minutes issued by senate secretariat	5	100%
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

SUMMARY

NO. OF CLIENT CHARTER	ACHIEVED	NOT ACHIEVED	ST
4	2	-	

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JUSTIFICATION
Announcement dated 19 th August 2019 . 285 documents - 223 (amended), 8 (new) and 54 (withdraw) effective from 20th August 2019.
There are no reports for the current month (measurement and reporting after September 2019 @ on Q4/2019)
Curriculum Review Audit (UPMKB) Full Accreditation (FPSK, FH, FBMK dan UPMKB)
There are no reports for the current month (no application for laboratory accreditation process by PTJ)

WILL NOT BE MEASURED
2