

**REPORT OF CLIENT CHARTER'S ACHIEVEMENT FOR JANUARY 2020**  
**PTJ: CENTRE FOR QUALITY ASSURANCE**

No.	CLIENT CHARTER	JANUARY 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	-	-	No reports for the current month (no documents in force during the current month)
2	PTJ to receive the audit findings by the Certified Body within two (2) working days after the audit closing meeting	-	-	No reports for the current month (activity and reporting for Q4 2020)
3	PTJ to received accreditation approval results within three (3) working days after the passage of senate minutes issued by senate secretariat	<b>2</b>	<b>100%</b>	FBMK = 2 programs (Monitoring Audit Approval) 1. Bachelor of Arts in French Studies 2. Bachelor Literature of German Language Studies
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	-	-	There are no reports for the current month (no application for laboratory accreditation process by PTJ)