

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

| No. | CLIENT CHARTER | MARCH 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 | - | - | There are no reports as the ISO documentation changes did not occur in March 2020. |
| 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 | - | - | No reports for the current month (no applications processed during the current month) |
| 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) |