

**LAPORAN PENCAPAIAN PIAGAM PELANGGAN
BAGI BULAN FEBRUARI TAHUN 2018
KEMENTERIAN PERTAHANAN**

CLIENT SERVICE CHARTER	ACHIEVEMENT	NON-COMPLIANCE (IF APPLICABLE)
	FEBRUARY	
1.3 DEFENCE RESEARCH AND TECHNICAL SERVICES (STRIDE)		
1.3.1 To conduct research, investigation and studies related to defence technology within a period three (3) months for the date of application	66.7% (Quantity: 2/3 applications)	Item: Sikorsky Aircraft Component Investigation Requires more time to conduct the investigation.
1.3.2 To complete tests and issue report within a period not exceeding (i) one (1) month from the date of application for non - tender item (ii) three (3) months from the date of application for tender item	100% (Quantity: 28/28 applications) <i>[Sample:173, Test:157]</i> 100% (Quantity: 2/2 applications) <i>[Sample:22, Test:345]</i>	
1.3.3 Endorsement of Defence Procurement Specification (i) To screen and endorse Defence Procurement Specification within a period not exceeding two (2) months from the date of application of complete specification (ii) To issue Specification Endorsement Certificate within a period not exceeding three (3) days	100% (Quantity: 8/8 applications) 100% (Quantity: 8/8 applications)	