CLIENT'S CHARTER ACHIEVEMENT NOVEMBER 2020 STRIDE

CLIENT SERVICE CHARTER	ACHIEVEMENT	NON-COMPLIANCE	
	NOVEMBER	(IF APPLICABLE)	
1. MANAGING NATIONAL DEFENCE EFFICIENTLY AND EFFECTIVELY SO THAT STRATEGIC INTERESTS, SOVEREIGNTY AND INTEGRITY OF THE COUNTRY IS ALWAYS GUARANTEED			
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 from the date of complete application received.		None	
 1.3.2 To complete tests and issue report within a period not exceeding (i) one (1) month from the date of complete application received for non-tender item; and 	85.19 % (Quantity: 23/27 applications) <i>[Sample: 74; Test: 407]</i>	 4 tests exceeded one-month period due to insufficient amount of the bacteria and chemicals needed for the testing. The usage of the existing chemicals is given priority for conducting the tender item. Nevertheless, all the testing has been successfully completed after the corrective actions been taken. <u>Corrective Action</u>: Request no.6 – To make sure the bacteria supply is ready for the test. Request no.7, 11 &12 – To make sure the chemicals are sufficient for the testing. <u>Preventive Action</u>: 	
(ii) three (3) months from the date of complete	100%	Request no.6 – To perform the sub-culture process every 3 months. Request no.7, 11 & 12 – To conduct the procurement of the chemicals periodically.	
application received for tender item.	(Quantity: 9/9 applications) [Sample: 77; Test: 1856]	None	

1.3.3 To screen and endorse Defence Procurement Specification within a period not exceeding fourteen (14) days from the date of application of complete	None
specification.	