

**CLIENT'S CHARTER ACHIEVEMENT
APRIL 2021 STRIDE**

CLIENT SERVICE CHARTER	ACHIEVEMENT	NON-COMPLIANCE (IF APPLICABLE)
	APRIL	
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.	100% (Quantity: 5/5 applications)	<u>Corrective Action:</u> N/A <u>Preventive Action:</u> N/A
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 (ii) three (3) months from the date of complete application received for tender item.	100% (Quantity: 59/59 applications) <i>[Sample: 189; Test: 681]</i> 100% (Quantity: 10/10 applications) <i>[Sample: 211; Test: 2076]</i>	<u>Corrective Action:</u> N/A <u>Preventive Action:</u> N/A <u>Corrective Action:</u> N/A <u>Preventive Action:</u> N/A
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 specification.	76% (Quantity: 22/29 applications)	<u>Corrective Action:</u> A reminder was sent to the client through SisMaSS <u>Preventive Action:</u> <ul style="list-style-type: none">▪ The documents that were considered as too lengthy and complicated and not possible to be settled within 14 days are taken off from the waiting list following the discussion with the client.▪ The client was told to seek advice from STRIDE's technical team prior to developing the specification.