

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

CLIENT SERVICE CHARTER	ACHIEVEMENT	NON-COMPLIANCE (IF APPLICABLE)
	FEBRUARY	
<b>1. MANAGING NATIONAL DEFENCE EFFICIENTLY AND EFFECTIVELY SO THAT STRATEGIC INTERESTS, SOVEREIGNTY AND INTEGRITY OF THE COUNTRY IS ALWAYS GUARANTEED</b>		
<b>1.3 DEFENCE RESEARCH AND TECHNICAL SERVICES (STRIDE)</b>		
<b>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.</b>	N/A (Quantity: -/- applications)	<u>Corrective Action:</u> N/A  <u>Preventive Action:</u> N/A
<b>1.3.2 To complete tests and issue report within a period not exceeding:</b> <b>(i) one (1) month from the date of complete application received for non-tender item; and</b>  <b>(ii) three (3) months from the date of complete application received for tender item.</b>	<p style="text-align: center;">94.4% (Quantity: 34/36 applications) <i>[Sample: 155; Test: 769]</i></p> <p style="text-align: center;">100% (Quantity: 9/9 applications) <i>[Sample: 117; Test: 2026]</i></p>	<p><u>Corrective Action:</u></p> <p>For both non-compliance cases, the respective company and agency have been informed for mutual agreement and payment consent. The delay was due to massive MAF tenders' samples received within the period.</p> <p><u>Preventive Action:</u></p> <p>The company was asked to renew the application/request for testing once they failed to answer within 5 working days after the quotation is released. The company also been advised to send the testing samples in stages.</p> <p><u>Corrective Action:</u> N/A</p> <p><u>Preventive Action:</u> N/A</p>

<b>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.</b>	100 % (Quantity: 27/27 applications)	<u>Corrective Action:</u> N/A <u>Preventive Action:</u> N/A
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