

**CLIENT'S CHARTER ACHIEVEMENT  
JUNE 2022 STRIDE**

CLIENT SERVICE CHARTER	ACHIEVEMENT	NON-COMPLIANCE (IF APPLICABLE)
	JUNE	
<b>(i) 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</b> To conduct research, investigation and studies related to defence technology within a period three (3) months from the date of complete application received.	83% (Quantity: 5/6 Applications)	<u><b>Corrective Action:</b></u> 1. A consent form has been sent to obtain the customer's approval on arrangement of a new testing period. 2. To monitor and remind all staff/officers involved in the testing of samples to carry out and complete the testing within the period given  <u><b>Preventive Action:</b></u> 1. Inform and discuss with the customer regarding the period required by the laboratory to complete the work. 2. Request sufficient samples from the customer to perform all the tests involved in order to complete the work within the stipulated period.
<b>1.3.2</b> 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. 45 days from the date of complete application received at the testing laboratory for tender item.	100% (Quantity: 64/64 Applications) [Sample: 380 ; Test: 1483]  100% (Quantity: 3/3 Applications) [Sample: 4 ; Test: 10]	<u><b>Corrective/Preventive Action:</b></u> NOT APPLICABLE  <u><b>Corrective/Preventive Action:</b></u> NOT APPLICABLE

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<p><b>1.3.3</b> To screen and endorse Defence Procurement Specification within a period not exceeding fourteen (14) working days from the date of application of complete specification.</p>	<p>100% (Quantity: 28/28 Documents)</p>	<p><u>Corrective:</u> APPLICABLE</p> <p><u>Preventive Action:</u> NOT APPLICABLE</p>
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