

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

CLIENT SERVICE CHARTER	ACHIEVEMENT	NON-COMPLIANCE (IF APPLICABLE)
	OCTOBER	
(i) 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)		
<p>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.</p>	<p align="center">83% (Quantity: 5/6 applications)</p>	<p><u>Corrective:</u></p> <ol style="list-style-type: none"> 1. A new deadline for the testing has been request to the customer for approval using the Extended Consent Form (Form attached). 2. To ensure that testing can be completed within the specified period, detailed monitoring will be given to the staff and officers involved. <p><u>Preventive Action:</u></p> <ol style="list-style-type: none"> 1. Set a specific testing time period for other department that involved in the testing to ensure that the application can be completed within the specified time. 2. Discuss with the customer to send the application through phase by phase according to branch availability.
<p>1.3.2 To complete tests and issue report within a period not exceeding:</p> <p>(i) one (1) month from the date of complete application received for non-tender item; and</p> <p>(ii) 45 days from the date of complete application received at the testing laboratory for tender item.</p>	<p align="center">100% (Quantity: 42/42 applications) <i>[Sample:201 ; Test:470]</i></p> <p align="center">100% (Quantity: 20/20 applications) <i>[Sample :92 ; Test :614]</i></p>	<p><u>Corrective/Preventive Action:</u> NOT APPLICABLE</p> <p><u>Corrective/Preventive Action:</u> NOT APPLICABLE</p>
<p>1.3.3 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 align="center">100% (Quantity : 6/6 documents)</p>	<p><u>Corrective/Preventive Action:</u> NOT APPLICABLE</p> <p><u>Corrective/Preventive Action:</u> NOT APPLICABLE</p>