CLIENT'S CHARTER ACHIEVEMENT FEBRUARY 2023 STRIDE

CLIENT SERVICE CHARTER	ACHIEVEMENT	NON-		
	FEBRUARY	COMPLIANCE (IF APPLICABLE)		
(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)				
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.	-% (Quantity: _/_ applications)	Corrective: NOT APPLICABLE Preventive Action: NOT APPLICABLE		
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	83% (Quantity: 44/45 applications) [Sample:174 ; Test:471]	1. An application for an extension of the testing period has been sent to the customer as the sample requires additional testing outside the premises. The sample needs to be sent to the radiography laboratory in the Maritime Technology Division, Lumut. Reference letter: KP/STRIDE/BTP.600/10/4/5 (6) KP/STRIDE/BTM.200-7 (27) 2. Non-Destructive Testing (NDT) using radiographic methods is currently being conducted at BTm Lumut and requires a little time.		
(ii) 45 days from the date of complete application received at the testing laboratory for tender item.	100% (Quantity: 3/3 applications) [Sample :10 ; Test :31]	Discussion on setting a more detailed and organized testing schedule with the user are necessary to ensure that testing can be carried out with the specified time. Samples will not be accepted from the beginning if the testing is found unclear.		

			Corrective/Preventive Action: NOT APPLICABLE
F e t	To screen and endorse Defence Procurement Specification within a period not exceeding fourteen (14) working days from the date of application of complete specification.	100% (Quantity : 10/10 documents)	Corrective/Preventive Action: NOT APPLICABLE Corrective/Preventive Action: NOT APPLICABLE