

**CLIENT'S CHARTER ACHIEVEMENT
JUNE 2023 STRIDE**

| CLIENT SERVICE CHARTER | ACHIEVEMENT | NON-COMPLIANCE (IF APPLICABLE) |
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| | JUNE | |
| (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">75% (Quantity: 3/4 applications)</p> | <p><u>Corrective:</u></p> <ul style="list-style-type: none"> Notification to the customer has been made for the extension of the study period because it will take time to obtain new samples to replace the defective samples. The latest project milestone chart has also been updated and agreed by both parties. <p><u>Preventive Action:</u></p> <ul style="list-style-type: none"> Identify the difficulties and challenges that may be encountered when conducting the study to ensure that a more accurate timeline can be determined and the project can be completed within the specified time period. |
| <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: 65/65 applications) <i>[Sample:341 ; Test:1256]</i></p> <p align="center">100% (Quantity: 36/36 applications) <i>[Sample :59 ; Test :683]</i></p> | <p><u>Corrective:</u> NOT APPLICABLE</p> <p><u>Preventive Action:</u> NOT APPLICABLE</p> <p><u>Corrective:</u> NOT APPLICABLE</p> <p><u>Preventive Action:</u> NOT APPLICABLE</p> |

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| <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>100% (Quantity : 12/12 documents)</p> | <p><u>Corrective:</u> NOT APPLICABLE</p> <p><u>Preventive Action:</u> NOT APPLICABLE</p> |
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