

CLIENT CHARTER STANDARDISATION DIVISION	1.	<i>Answer questions via email regarding standards within 3 working days.</i>
	2.	<i>Make a certificate of receipt of the New Work Item Proposal (NWIP) within 1 working day from the date of receipt.</i>
	3.	<i>Make an evaluation of the New Work Item Proposal (NWIP) based on the criteria set within 10 working days from the date of receipt</i>
	4	Submission for approval of the Final Draft Malaysian Standard (FDMS) to YB Minister within 3 working days from the date of complete receipt of the FDMS
	5	<i>Make a Malaysian Standard (MS) declaration on the Department's website within 3 working days after receiving MS approval from YB Minister.</i>

**REPORT FOR ANSWERING QUESTIONS VIA EMAIL REGARDING STANDARDS
WITHIN 3 WORKING DAYS IN 2022**

Quarter	Month	Percentage of standard emails answered within 3 working days
First	January	100% (8 / 8)
	February	100% (7 / 7)
	March	100% (9 / 9)
Second	April	100% (6 / 6)
	May	100% (7 / 7)
	June	
Third	July	
	August	
	September	
Fourth	October	
	November	
	December	
		TOTAL: 100%

**REPORT FOR CREATING NEW WORK ITEM PROPOSAL RECEIPT
 CERTIFICATE (NWIP) WITHIN 1 WORKING DAY FROM THE DATE OF RECEIPT
 IN 2022**

Quarter	Month	Percentage of NWIP acceptance certificate within 1 working day from the date of acceptance
First	January	100% (5 / 5)
	February	100% (2 / 2)
	March	100% (3 / 3)
Second	April	100% (2 / 2)
	May	50% (1 / 2)
	June	
Third	July	
	August	
	September	
Fourth	October	
	November	
	December	
		TOTAL: 93%

REPORT FOR EVALUATING NEW WORK ITEM PROPOSALS (NWIP) BASED ON THE CRITERIA SET FORTH WITHIN 10 WORKING DAYS FROM THE DATE OF RECEIPT IN 2022

Quarter	Month	Percentage of assessments made against NWIP within 10 working days from the date of receipt
First	January	0% (0 / 0)
	February	100% (1 / 1)
	March	67% (2 / 3)
Second	April	100% (4 / 4)
	May	100% (3 / 3)
	June	
Third	July	
	August	
	September	
Fourth	October	
	November	
	December	
		TOTAL: 91%

REPORT OF THE CUSTOMER CHARTER FOR SUBMITTING THE FINAL DRAFT MALAYSIAN STANDARD (FDMS) APPROVAL APPLICATION TO THE PRIME MINISTER WITHIN 3 WORKING DAYS FROM THE DATE OF COMPLETE RECEIPT OF THE FDMS IN THE YEAR 2022

Quarter	Month	Percentage of FDMS applications sent to YB Minister within 3 working days from the date of complete receipt of FDMS
First	January	100% (1 / 1)
	February	100% (1 / 1)
	March	0% (0 / 0)
Second	April	100% (1 / 1)
	May	100% (1 / 1)
	June	100% (1 / 1)
Third	July	
	August	
	September	
Fourth	October	
	November	
	December	
		TOTAL: 100%

**REPORT OF THE CUSTOMER CHARTER FOR MALAYSIAN STANDARD (MS)
DECLARATION ON THE DEPARTMENT'S WEBSITE WITHIN 3 WORKING DAYS
AFTER RECEIVING MS APPROVAL FROM THE MINISTER IN 2022**

Quarter	Month	Percentage of MS declarations made on the department's website within 3 working days after receiving MS approval from YB Minister
First	January	100% (1 / 1)
	February	0% (0 / 0)
	March	0% (0 / 1)
Second	April	0% (0 / 0)
	May	0% (0 / 1)
	June	100% (1 / 1)
Third	July	
	August	
	September	
Fourth	October	
	November	
	December	
		TOTAL: 50%