

<b>Alloy Toll Management Sdn Bhd</b>	<b>Doc. No.</b> : APPENDIX 11
	<b>Version No.</b> : 1.1
<b>Data Analysis On Product Conformity</b>	<b>Effective Date</b> : 23 / 03 / 2018

No.	Department	Objectives	Target	Data Collected	Data Collection Method	Data Collector	Frequency (for data collection, analysis and results)	Reporting Method
1	Toll Monitoring	Submission of toll documents, on traffic and revenue for both cash and electronic toll system in timely manner with 99% accuracy.	Submitted in timely manner with 99% accuracy.	Tracking of days taken to submit Traffic and Revenue Reports and the accuracy of the reports.	KLK / LPT 7 & 12	Toll Supervisor , Operations Executive and Toll Monitoring Executive	Monthly	Report Summary
2	Operations	Trend of wrong class transaction by toll collector.	-	Number of wrong class transaction.	Daily Operation Report & TJT Report	Toll Supervisor & Operations Executive	Monthly	Report Summary
3	Operations	Trend of shortages by toll collector.	-	Number of shortages event.	Daily Operation Report & TJT Report	Toll Supervisor & Operations Executive	Monthly	Report Summary
4	Procurement	To issue Purchase Order within 14 working days upon receipt of approved Requisition.	Within 14 working days	Tracking of days taken to issued PO.	Approved Requisition & Purchase Order	Procurement Executive	Monthly	Report Summary
5	Contract	To appoint and qualify subcontractors upon receipt of approved requisition from Project Department within 30 working days.	Within 30 working days	Tracking of days taken to complete the process.	Approved Requisition	Contract Executive	Monthly	Report Summary
6	Human Capital Division	Number of days taken from the date of completed SRF received by HCD until the offer is accepted by the candidate.	-	Tracking of days after receiving SRF until the offer accepted by the candidate	SRF & Letter Offer	AVP and above Executive Non-executive	Monthly	Report Summary
7	Human Capital Division	To organize a minimum of 20 trainings or learning program annually.	Minimum 20 Training	Training List	Attendance & Training Effectiveness Form	HCD Executive	6 Months	Report Summary

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