

## QUALITY OBJECTIVE FOR ATMSB QUALITY MANAGEMENT SYSTEM (QMS)

PROCESS	OBJECTIVE	KPI	TARGET	HOW TO ACHIEVE
Toll Collector performance	To achieve efficiency performance	Monthly rating	Minimum rating 4	PM 11 - Kerja Jurutol AK 01 until AK 24 Toll Collector's Performance Assessment Form
Customer complaint – operational matters	To achieve efficiency on closing date of customer complaints	Yearly percentage (%) of customer complaints resolved within three (3) working days	Minimum 95%	PM 13 – Kerja Penyelia PM 28 – Prosedur Aduan / Maklumbals Pengguna Customer Complaint Form or Log
Customer complaint – system matters	To achieve efficiency on closing date of customer complaint	Yearly percentage (%) of customer complaints resolved within three (5) working days	Minimum 95%	PM 13 – Kerja Penyelia PM 28 – Prosedur Aduan / Maklumbals Pengguna Customer Complaint Form or Log
Submission of monthly toll & revenue report to concessionaire (ANIH Berhad)	To achieve high quality report and timely submission	Yearly percentage (%) of timely submission and accuracy	Minimum 99%	PM 13 – Kerja Penyelia PM 15 – Kerja Toll Monitoring KLK / LPT 7 & 12 Monthly Report
Toll document 2 <sup>nd</sup> level verification	To achieve high efficiency of verification on toll documents	Yearly percentage (%) of toll documents completed 2 <sup>nd</sup> level verification within three (3) working days from operational date	Minimum 30%	PM 13 – Kerja Penyelia PM 15 – Kerja Toll Monitoring Laporan Semakan Dokumen
Customer Satisfaction Survey	To achieve high efficiency for customer service	2 Times per year rating	Minimum rating 3	QM 01 – Clause 8; Operation Customer Satisfaction Survey Form
IT Toll Corrective Maintenance	To achieve high efficiency on responded time for any TCS breakdown	Yearly percentage (%) of responded time achieved within 2 hours	Minimum 99%	PM 40 - Corrective Maintenance - Peralatan Tol Preventive Maintenance Schedule Lane Breakdown Record EMIS
IT Toll Preventive Maintenance	To achieve high efficiency on lane uptime for toll lanes at KLK and ECE 1	Yearly percentage (%) of lane uptime	Minimum 99%	PM 41 – Preventive Maintenance - Peralatan Tol Preventive Maintenance Schedule Lane Breakdown Record EMIS

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IT HQ Corrective Maintenance	To achieve high efficiency in productivity by maintaining fully operational PCs	Yearly percentages (%) of PCs are fully operational.	Minimum 90% of total PCs are fully operational.	<u>Procedure IT Asset Management (IT SOP/DOC NO.6/ PAGE 8/ITEM 4.2)</u> Complaint Log and Rectification Report
IT HQ Preventive Maintenance	To achieve high efficiency in reducing the likelihood of hardware failures, extend the useful life of the system, and prevent data loss.	Yearly percentage (%) of total PCs are fully operational.	Minimum 80% of total PCs are fully operational.	<u>Procedure IT Asset Management (IT SOP/DOC NO.6/ PAGE 9-10/ITEM 4.4)</u> Complaint Log and Rectification Report
Recruitment	To achieve efficiency in hiring for vacant position	<b>Job Level – Time to Fill Up</b> 1) Assistant Manager & above – 110 days 2) Executive – 90 days 3) Non- Executive – 70 days	1) Assistant Manager & above – 80% of recruitment is to be made within the Time To Fill 2) Executive – 85% of recruitment is to be made within the Time To Fill 3) Non- Executive – 90% of recruitment is to be made within the Time To Fill	In accordance to the Pre Arrival – Recruitment procedures; Doc No : Issue 2, Rev 0
Training & Development	To organize training for ATMSB staff	Yearly number of training conducted	Minimum 20 training	Procedure Training & Development. - Establish Training Needs Identification and Analysis - Conduct training programs lead by internal trainers - Conduct refresher training
Procurement	To achieve efficiency of issuance Purchase Order (PO) upon receipt of approved Requisition (RQ) from ATMSB.	Yearly percentage PO issue within 12 working days	Minimum 95%	Adherence to procurement process flow as SOP PM I & PM II
Contract	To achieve efficiency on appointing and qualifying subcontractors upon receipt of approved requisition from ATMSB	Yearly percentage of appoint and qualify subcontractors within 30 working days.	Minimum 95%	Policies and Procedures Manual: Contract & Procurement Division (Approved 4 August 2014) 1. CPD Process Flow Chart 2. SOP NO. 3 – Sub Contractor Tendering