

Alloy Toll Management Sdn Bhd						Doc. No. : APPENDIX 2		
						Version No. : 2.17		
Quality Objectives And Planning						Effective Date : 30/08/2021		

No.	Process	Quality Objectives	Data Collected	Target	Data Collection Method	Data Collector	Frequency	Reporting Method
1	Toll Collector performance	To achieve efficiency performance	Assessment of Toll Collector as per "Toll Collector's Performance Assessment Form".	Achieve a ranking of '4'	"Toll Collector's Performance Assessment Form"	Toll Supervisor and Executive, Operations	Monthly	Report Summary
2	Customer complaint – operational matters	To achieve efficiency on closing date of customer complaints	Number of Days taken to resolve Customer Complaint- Operational Matters.	95% operational matters are resolved within 3 working days	Customer Complaint Form or Log	Toll Supervisor and Executive, Operations	Monthly	Report Summary
3	Customer complaint – system matters	To achieve efficiency on closing date of customer complaint	Number of Days taken to resolve Customer Complaint- System Matters.	95% operational matters are resolved within 5 working days	Customer Complaint Form or Log	Toll Supervisor and Executive, Operations	Monthly	Report Summary
4	Submission of monthly toll & revenue report to concessionaire (ANIH Berhad)	To achieve high quality report and timely submission	Tracking of days taken to submit Traffic and Reenue Reports and the accuracy reports.	Submitted in timely manner and with 99% accuracy	KLK / LPT 7/12	Toll Supervisor, Executive, Operations and Executive, Toll Monitoring	Monthly	Report Summary
5	Toll document 2 nd level verification	To achieve high efficiency of verification on toll documents	Number of Days taken to check/verify and Reconcile documents.	99% of toll documents completed 2nd level verifications within 3 working days	Laporan Semakan Dokumen	Executive, Operations	Monthly	Report Summary
6	Customer Satisfaction Survey	To achieve high efficiency for customer service	Customer Feedback	Achieve a rating of '3'	Customer Satisfaction Survey Form	Toll Supervisor and Executive, Operations	6 months	Report Summary
7	IT Toll Corrective Maintenance	To achieve high efficiency on responded time for any TCS breakdown	Preventive/ Corrective Schedule/ report	99% of event to be responded within 2 hours after failure is lodged	Preventive Maintenance Schedule, Lane Breakdown Record and EMIS	Toll Supervisor and Executive, Operations	Monthly	Report Summary
8	IT Toll Preventive Maintenance	To achieve high efficiency on lane uptime for toll lanes at KLK and ECE 1	Tracking of lane closure	Preventive maintenance as per scheduled timeline and ensuring lane uptime more than 99%.	Preventive Maintenance Schedule, Lane Breakdown Record and EMIS	Toll Supervisor and Executive, Operations	Monthly	Report Summary
9	IT HQ Corrective Maintenance	To achieve high efficiency in productivity by maintaining fully operational PCs	Tracking of complaint rectified	Min 90% of total PCs are fully operational.	Complaint Log and Rectification Record	Executive, IT	Monthly	Report Summary
10	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.	Tracking of complaint rectified	Min 80% of total PCs are fully operational	Complaint Log and Rectification Record	Executive, IT	Monthly	Report Summary
11	Recruitment	To achieve efficiency in hiring for vacant position	Job Level – Time to Fill Up 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	Staff Requisition Form (SRF)	Executive	Yearly	Report Summary
12	Training & Development	To organize training for ATMSB staff	Number of training conducted	Minimum 20 training	Conduct training programs lead by internal trainers. Conduct refresher training	Executive	Yearly	Report Summary
13	Procurement	To achieve efficiency of issuance Purchase Order (PO) upon receipt of approved Requisition (RQ) from ATMSB.	PO issue within 12 working days	Minimum 95%	Purchase Order (PO)	Executive	Yearly	Report Summary
14	Contract	To achieve efficiency on appointing and qualifying subcontractors upon receipt of approved requisition from ATMSB	Appoint and qualify subcontractors within 30 working days.	Minimum 95%	Sucontractors	Executive	Yearly	Report Summary