|  |  |
| --- | --- |
| **OFFICE** |  |
| **QUALITY PROCEDURE TITLE** | Management of Facilities |
| **QUALITY OBJECTIVE** | 1. 85% Timely processing of repair request within five (5) working days or agreed timeline upon receipt.  2. 85% Satisfactory repair service rendered. |
| **FREQUENCY OF MONITORING:** | Monthly |
| **PERIOD:** | Month of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

| **Date** | **Total no of repair requests processed within 5 working days or agreed timeline upon receipt**  **(A)** | **Total no of repair requests received**  **(B)** | **Total no of received ratings with average rating of satisfactory and above**  **(C)** | **Objective 1 Results**  **(A/B)\*100%** | | | | **Objective 2 Results**  **(C/B)\*100%** | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **%** | **Met**  **>**  **85%** | **Unmet**  **<**  **85%** | **Remarks (Indicate reason if target is unmet)** | **%** | **Met**  **>**  **85%** | **Unmet**  **<**  **85%** | **Remarks (Indicate reason if target is unmet)** |
|  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |

|  |  |  |
| --- | --- | --- |
| Prepared By: | Reviewed By: | Noted By: |
| **NAME**  FAS Staff | **NAME**  Senior Staff | **NAME**  Provincial Director |