# Strategic Planning

#### Integrity (Integriti)

Top of Form

**1. Honest and transparent in all aspects (Jujur dan terbuka dalam semua aspek)**

*  1 = Very Poor (Sangat Lemah)
*  2 = Poor (Lemah)
*  3 = Satisfactory (Memuaskan)
*  4 = Good (Baik)
*  5 = Excellent (Cemerlang)

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Bottom of Form

Top of Form

**2. Adhere for all set of rules, regulations and guidelines (Mematuhi semua undang-undang, peraturan dan garis panduan yang telah ditetapkan)**

*  1 = Very Poor (Sangat Lemah)
*  2 = Poor (Lemah)
*  3 = Satisfactory (Memuaskan)
*  4 = Good (Baik)
*  5 = Excellent (Cemerlang)

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Bottom of Form

Top of Form

**3. Deliver products and services to customers as pledged (Memberikan apa yang dijanjikan kepada pelanggan)**

*  1 = Very Poor (Sangat Lemah)
*  2 = Poor (Lemah)
*  3 = Satisfactory (Memuaskan)
*  4 = Good (Baik)
*  5 = Excellent (Cemerlang)

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Bottom of Form

#### Customer Focus (Mengutamakan Pelanggan)

Top of Form

**1. Services provided support your work requirement. (Perkhidmatan yang diberikan membantu memenuhi keperluan kerja anda)**

*  1 = Very Poor (Sangat Lemah)
*  2 = Poor (Lemah)
*  3 = Satisfactory (Memuaskan)
*  4 = Good (Baik)
*  5 = Excellent (Cemerlang)

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Bottom of Form

Top of Form

**2. Ability to meet agreed deadline (Keupayaan menyediakan perkhidmatan mengikut jadual)**

*  1 = Very Poor (Sangat Lemah)
*  2 = Poor (Lemah)
*  3 = Satisfactory (Memuaskan)
*  4 = Good (Baik)
*  5 = Excellent (Cemerlang)

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Bottom of Form

Top of Form

**3. Responsiveness on request for service(Masa bertindak ke atas permintaan untuk perkhidmatan)**

*  1 = Very Poor (Sangat Lemah)
*  2 = Poor (Lemah)
*  3 = Satisfactory (Memuaskan)
*  4 = Good (Baik)
*  5 = Excellent (Cemerlang)

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Bottom of Form

Top of Form

**4. Willingness of staff to help (Kesediaan pekerja untuk membantu)**

*  1 = Very Poor (Sangat Lemah)
*  2 = Poor (Lemah)
*  3 = Satisfactory (Memuaskan)
*  4 = Good (Baik)
*  5 = Excellent (Cemerlang)

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Bottom of Form

#### Business Excellence (Kecemerlangan Bisnes)

Top of Form

**1. Committed in performing task (Komited di dalam menjalankan tugas)**

*  1 = Very Poor (Sangat Lemah)
*  2 = Poor (Lemah)
*  3 = Satisfactory (Memuaskan)
*  4 = Good (Baik)
*  5 = Excellent (Cemerlang)

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Bottom of Form

Top of Form

**2. Knowledgeability of the staff (Pengetahuan pekerja dalam melaksanakan tugas)**

*  1 = Very Poor (Sangat Lemah)
*  2 = Poor (Lemah)
*  3 = Satisfactory (Memuaskan)
*  4 = Good (Baik)
*  5 = Excellent (Cemerlang)

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Bottom of Form

Top of Form

**3. Report provided sufficient information for your work? (Laporan yang disediakan mengandungi informasi yang diperlukan)**

*  1 = Very Poor (Sangat Lemah)
*  2 = Poor (Lemah)
*  3 = Satisfactory (Memuaskan)
*  4 = Good (Baik)
*  5 = Excellent (Cemerlang)

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Bottom of Form

Top of Form

**4. Overall quality of service provided (Kualiti perkhidmatan yang diberikan)**

*  1 = Very Poor (Sangat Lemah)
*  2 = Poor (Lemah)
*  3 = Satisfactory (Memuaskan)
*  4 = Good (Baik)
*  5 = Excellent (Cemerlang)

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Bottom of Form

#### Caring (Prihatin)

Top of Form

**1. Courtesy of staff (Pekerja berhemah)**

*  1 = Very Poor (Sangat Lemah)
*  2 = Poor (Lemah)
*  3 = Satisfactory (Memuaskan)
*  4 = Good (Baik)
*  5 = Excellent (Cemerlang)

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Bottom of Form

Top of Form

**2. Understand and acknowledge customer need (Faham dan maklum terhadap kehendak pelanggan)**

*  1 = Very Poor (Sangat Lemah)
*  2 = Poor (Lemah)
*  3 = Satisfactory (Memuaskan)
*  4 = Good (Baik)
*  5 = Excellent (Cemerlang)

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Bottom of Form

Top of Form

**3. Aware of customer’s expectation (Peka terhadap kehendak pelanggan)**

*  1 = Very Poor (Sangat Lemah)
*  2 = Poor (Lemah)
*  3 = Satisfactory (Memuaskan)
*  4 = Good (Baik)
*  5 = Excellent (Cemerlang)

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Bottom of Form

Top of Form

**4. Treatment given to customer (Layanan yang memuaskan kepada pelanggan)**

*  1 = Very Poor (Sangat Lemah)
*  2 = Poor (Lemah)
*  3 = Satisfactory (Memuaskan)
*  4 = Good (Baik)
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Bottom of Form

Top of Form

**5. How do you rate our communication with customer?**

*  1 = Very Poor (Sangat Lemah)
*  2 = Poor (Lemah)
*  3 = Satisfactory (Memuaskan)
*  4 = Good (Baik)
*  5 = Excellent (Cemerlang)

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Bottom of Form