

CLIENTS CHARTER ACHIEVEMENT 2017

No	Client's Charter	Unit	Achievement				
			2017	Q1 2017	Q2 2017	Q3 2017	
1.	To produce two innovations per year for the benefit of the rubber industry	JKHILGM	<p><i>NEW IP</i></p> <p><i>Patent-3</i></p> <p><i>Trade Secret-1</i></p> <p><i>Copyright-3</i></p> <p><i>Utility Innovation- 4</i></p> <p><i>IP Granted</i></p> <p><i>Patent-5</i></p> <p><i>Trademark-1</i></p> <p><i>Utility Innovation-1</i></p>	<p>NEW IP</p> <p>Patent</p> <p>1.Epoxidised Natural Rubber Latex (ENRL) Concentrate In Dipped Product Application – (Malaysia: PI 201770045)</p> <p>IP GRANTED</p> <p>Patent</p> <p>2. A Method For Quantitative Measurement Of Mechanical Stability Time (MST) Of Latex Suspensions And The Apparatus For Use In Such Method – (UK: GB2503619)</p> <p>3. Method For Producing Silica Incorporated Rubber Master Batch And The Master Batch Produced (Malaysia) My-160738-A</p>	<p>NEW IP</p> <p>Patent</p> <p>1. Natural Rubber Fire Retardant (Malaysia: PI2017000644)</p> <p>Copyright</p> <p>2. Natural Rubber Artwork: A New Technique And Green User Friendly Medium For Visual Arts</p> <p>IP GRANTED</p> <p>3. Patent Silica-Filed ENR Masterbatch And Cross Linkable Elastomeric Composition (US: US 9,637,610 B2)</p> <p>4. An Automatic Tapping System (Indonesia)</p>	<p>NEW IP</p> <p>Patent</p> <p>1. Composition And Method For Producing Natural Rubber Latex Memory Foam And Applications Thereof (Malaysia) (Pi 2017703435)</p> <p>Utility Innovation</p> <p>2. A Paint Composition For Artwork (Malaysia) (Ui2017703241)</p> <p>3. Natural Rubber Mat For Soil Stabilisation (Thailand) 1703001241</p> <p>4. Natural Rubber Mat For Soil Stabilisation (Indonesia) S00201704462</p> <p>5. A metering fertilizer dispenser (UI 2012701159)</p>	<p>NEW IP</p> <p>Trade secret</p> <p>1.Production of liquid epoxidized natural rubber (LENR) using 50 litres capacity reactor</p> <p>Copyright</p> <p>2. RRIM PRI Cutter (LY201700442).</p> <p>3. Natural Rubber Artwork: A New Technique and Green User Friendly Medium for Visual Arts (LY2017004419)</p> <p>IP Granted</p>

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				Utility Innovation 4. A Composition Of A Torsional Suspension Element – (Malaysia: MY160358A)		IP Granted Patent 6. Natural Rubber Latex (NRL) Foam (MY-163021-A)	Trademark 4. RRIMETER (class 9 & 42 no. 2016013331 and 2016013332, 2016013333 and 2016013334)
2.	To recommend a technology to be commercialised every year	RMC	2 technologies were commercialised	1.Green Rubber Sound Insulator (GRSI)	-	-	1. Commercialization of Crepe Rubber & Serum
3.	Organise 30 courses for the training of extension officers from implementing agencies and train 2000 officers	AHM	Number of courses conducted during 2017 was 77 courses with 2,094 participants.	Number of courses in Qtr 1/2017 was 19 courses with 477 participants.	Number of courses in Qtr 2/2017 was 15 courses with 585 participants.	Number of courses in Qtr 3/2017 was 18 courses with 479 participants.	Number of courses in Qtr 4/2017 was 25 courses with 553 participants.
4.	Industry Advisory Programme to at least 6 rubber manufacturing companies in a year	ITAS	14 companies/factories have participated in this programme .The companies/factories were from Penang, Perak, Selangor and Johor	No program in the first quarter.	1 Factory participated in second quarter. It is a latex product based company in Kedah.	3 factories participated in third quarter. The companies are based in Selangor.	10 factories participated in fourth quarter. The companies are based in Selangor, Perak, Pulau Pinang and Johor.

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5.	Organise a rubber conference/workshop / seminar at least one each year	BEPG	2	None	Brainstorming session for the improvement of Latex in bulk Price Discovery Mechanism between Price Advisory Panel Members and Price Review Committee held on 17 May 2017 in Bangunan Getah Asli, K.Lumpur	None	Benefit Cost Analysis of Investment Project in the Rubber Industry by Dr. Awang Noor Abd. Ghani , Resource Economist was held on 22 – 24 Nov 2017 at Akademi Hevea Malaysia, Sungai Buloh
6.	To respond to complaints and inquiries received from customers through the MRB website <ul style="list-style-type: none"> Acknowledgement of receipt within one (1) day Initial response within five (5) days Completed in 15 days 	UI	Total Complaints and inquiries: Complaints: 79 Inquiries: 684	Total Complaints and inquiries: Complaints: 10 Inquiries: 120	Total Complaints and inquiries: Complaints: 8 Inquiries:91	Total Complaints and inquiries: Complaints: 39 Inquiries:183	Total Complaints and inquiries: Complaints: 22 Inquiries:290
7.	The tested samples completed within the prescribed time subjected to the	G-TAC _R	-	-	-	-	

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	<p>conditions of samples and status of instrument:</p> <ul style="list-style-type: none"> i. Routine sample* – within 14 working days ii. Non-routine sample** – within 21 working days or as required <p>Note: *Routine sample means sample received with no queue. **Non routine sample means sample received with samples already in queue, sample requiring multiple specialized analysis, sample requiring conditioning or amount of sample received exceed maximum daily capacity.</p>						

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8.	Renewal of licenses to be not later than 7 days	UDDP	Licenses issued as follows: 1) Dealer: 3,654 2) Trader: 230 3) Processor: 190 4) Estate: 16 5) Group Selling: 16 6) Rubber Super Dealer: 6 7) Rubber Manufacturer: 435 8) Rubber Glove Exporter: 205 9) Rubber Nursery: 116	Licenses issued as follows: 1) Dealer: 161 2) Trader: 23 3) Processor: 34 4) Estate: 40 5) Group Selling: 6 6) Rubber Super Dealer: 1 7) Rubber Manufacturer: 57 8) Rubber Glove Exporter: 27 9) Rubber Nursery: 8	Licenses issued as follows: 1) Dealer: 1082 2) Trader: 87 3) Processor: 37 4) Estate: 54 5) Group Selling: 2 6) Rubber Super Dealer: 4 7) Rubber Manufacturer: 53 8) Rubber Glove Exporter: 17 9) Rubber Nursery: 40	Licenses issued as follows: 1) Dealer: 935 2) Trader: 63 3) Processor: 43 4) Estate: 64 5) Group Selling: 3 6) Rubber Super Dealer: 1 7) Rubber Manufacturer: 114 8) Rubber Glove Exporter: 55 9) Rubber Nursery: 51	Licenses issued as follows: 1) Dealer: 1,476 2) Trader: 57 3) Processor: 58 4) Estate: 32 5) Group Selling: 5 6) Rubber Super Dealer: 0 7) Rubber Manufacturer: 211 8) Rubber Glove Exporter: 106 9) Rubber Nursery: 17
9.	To approve MRE membership application within 10 working days	MRE	14 MRE Membership was approved within 10 working days	6 MRE Membership was approved within 10 working days	4 MRE Membership was approved within 10 working days	3 MRE Membership was approved within 10 working days	1 MRE Membership was approved within 10 working days
10.	Website update: • Achievement of quarterly customer charter • News / activity / event within five (5) working days	UTM/UK K	37 news were updated in the website	13 news were updated in the website	22 news were updated in the website	28 news were updated in the website	12 news were updated in the website
11.	To organise two	MRE	3	1 Economic and	-	1 Economic and	1 Economic and

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	technical missions annually			Technical Mission to Iran on 5-6 Feb 2017		Technical Mission to Vietnam on 2-4 Oct 2017	Technical Mission YB Menteri MPIC to Japan on 13 - 16 Dec 2017	
12.	Farmgate price will be displayed on the website MRB before 2 pm every working day	BEPG	242/242 trading days	61/61 trading days	58 / 58 trading days	61/61 trading days	62/62 trading days	
13.	Daily MRB FOB rubber price published at 12.00 noon (official price) and at 5.00 pm (closing price)	MRE	242/242 trading days	61/61 trading days	58 / 58 trading days	61/61 trading days	62/62 trading days	
14.	Rubber industry statistics updated on the website MRB twice a year	BEPG	Data on 2016 and 3 rd Quarter of 2017 was updated	Data on Jan-Dec 2016 was updated	Data on Jan - March 2017 was updated	Data on Jan – June 2017 was updated	Data on Jan – September 2017 was updated	
15.	Annual Report will be published in the third quarter of next year	UPP	Annual Report 2016 completed on time in the third quarter 2017	Committee Meetings 2016 Annual Report LGM Bil 1/2017 was held on March 6, 2017. Editing is in progress.	2 nd phase of Editing is in progress.	Annual Report 2016 has been published and distributed to MPIC on 29 September 2017	Annual Report 2016 completed on time in the third quarter 2017	
16.	Malaysian Rubber Board's Digest is published every month through MRB website	UPP/MRE	15 issues posted on website	3 issues posted on website	6 issues posted on website.	3 issues posted on website	3 issues posted on website	
17.	Rubber Journal and the Malaysian Rubber	UPP	JRR: 4 issues MRR: 3 issues. 4 th	JRR 1 st issue 2017 was published in March	JRR 2 nd issue 2017 was published in June 2017.	JRR 3 rd issue 2017 was ready for printing by	JRR 4 th issue was edited and ready for printing	

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	Research and Review is published quarterly		issue will be published the following year	2017. MRR 4 th Quarter 2016 was circulated. Editing MRR 1 st Quarter 2017 is in progress.	MRR 1 st Quarter 2017 to be circulated in July 2017.	30/9/17 and the softcopy version is available. MRR 2 nd Quarter 2017 to be circulated in Oct 2017	with a finalized softcopy published by the end of Dec 2017 MRR 2nd Quarter 2017 was circulated. Editing MRR 3st Quarter 2017 is in progress.
18.	MRB Rubber Technology Development (MRTD) and Science & Technology Bulletin are published twice a year	UPP	1 issue published for MRTD and 1 issue published for BST	MRTD Vol. 16 (2) 2016 to be circulated by end-April 2017. Compilation and editing of articles for MRTD Vol. 17 (1) 2017 is in progress. Collecting Input for BST 1 st issue 2017.	MRTD Vol. 17 (1) 2017 to be circulated by end-July 2017. Editing of BST articles is in progress. Will be printed end of July 2017.	MRTD Vol. 17 (1) 2012 to be circulated by end-Oct 2017. Compilation and editing of articles for MRTD Vol. 17 (2) 2017 is in progress. BST Vol. 1/2017 is published	MRTD Vol. 17 (1) 2017 was circulated. Editing of articles for MRTD Vol. 17 (2) 2017 is in progress. Editing of BST Vol. 2/2017 articles is in progress. Will be printed by end of Jan 2018.
19.	Bill payments to vendors of services or products completed within 14 working days from the receipt of documents (invoices) complete	UKA	100% (11, 703 out of 11, 703 invoices) paid within 14 days	100% (3,466 out of 3,466 invoices) paid within 14 days	100% (2,876 out of 2,876 invoices) paid within 14 days	100% (2,841 out of 2,841 invoices) paid within 14 days	100% (2,520 out of 2,520 invoices) paid within 14 days
20.	Payment of travel and overtime claims will be paid with salary if	UKA	Processed a total of 3,250 (RM 1,166, 548.30) Overtime	Processed a total of 898 (RM307,682.25) Overtime Allowance	Processed a total of 758 (RM262,281.41) Overtime Allowance	Processed a total of 644 (RM236,500.54) Overtime Allowance	Processed a total 950 (RM360,084.10) Overtime Allowance

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	documents received before the 10th of each month		Allowance applications Processed a total of 8,354 (RM 3,914,612,95) Travel Allowance applications - Achievement 100%	applications. Processed a total of 1,976 (RM963,723.71) Travel Allowance applications - Achievement 100%	applications. Processed a total of 2,149 (RM1,006,752.20) Travel Allowance applications - Achievement 100%	applications. Processed a total of 2,003 (RM895,534.22) Travel Allowance applications - Achievement 100%	applications. Processed a total of 2,226 (RM1,048,602.82) Travel Allowance applications - Achievement 100%
21.	Payment of advance will be within 3 working days from the date the application is approved	UKA	Total of 740 (RM 444,738.75) Local Travelling Advance claims were processed – 100%	Total of 174 (RM96,572.00) Local Travelling Advance claims were processed – 100%	Total of 188 (RM116,150.00) Local Travelling Advance claims were processed – 100%	Total of 192 (RM104,130.00) Local Travelling Advance claims were processed – 100%	Total of 186 (RM127,886.75) Local Travelling Advance claims were processed – 100%
22.	To accomplish at least 90% of the planned training courses each year based on the Operational Plan Training / Training Calendar for the year	UPSM	As of December 2017, a total of 54 scheduled courses were organised internally according to the Training Operational Plan Year 2017	As of March 2017, a total of 2 scheduled courses were organised internally according to the Training Operational Plan Year 2017	As of June 2017, a total of 10 scheduled courses were organised internally according to the Training Operational Plan Year 2017	As of September 2017, a total of 16 scheduled courses were organised internally according to the Training Operational Plan Year 2017	As of December 2017, a total of 26 scheduled courses were organised internally according to the Training Operational Plan Year 2017

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23.	Ensuring that all staff receive training at least 7 days in a year	UPSM	<p>As of December 2017, the number of MRB staff who attended courses are as follows:</p> <p>> 7 days: 875 staff</p> <p>< 7 days: 283 staff</p> <p>Total: 1,158 staff</p> <p>76% of staff have completed 2 days of training, while 24% have not yet completed 2 days of training due to many circumstances.</p>	<p>As of March 2017, the number of MRB staff who attended courses are as follows:</p> <p>≥ 2 days: 244 staff</p> <p>< 2 days: 955 staff</p> <p>Total: 1,199 staff</p> <p>20% of staffs have completed 2 days of training, while 80% have not yet completed 2 days of training due to many circumstances.</p>	<p>As of March 2017, the number of MRB staff who attended courses are as follows:</p> <p>> 2 days: 518 staff</p> <p>< 2 days: 667 staff</p> <p>Total: 1,185 staff</p> <p>44% of staff have completed 2 days of training, while 56% have not yet completed 2 days of training due to many circumstances.</p>	<p>As of September 2017, the number of MRB staff who attended courses are as follows:</p> <p>> 2 days: 717 staff</p> <p>< 2 days: 446 staff</p> <p>Total: 1,163 staff</p> <p>62% of staff have completed 2 days of training, while 38% have not yet completed 2 days of training due to many circumstances.</p>	<p>As of December 2017, the number of MRB staff who attended courses are as follows:</p> <p>> 2 days: 875 staff</p> <p>< 2 days: 283 staff</p> <p>Total: 1,158 staff</p> <p>76% of staff have completed 2 days of training, while 24% have not yet completed 2 days of training due to many circumstances.</p>