

## CLIENTS CHARTER ACHIEVEMENT 2017

No	Client's Charter	Unit	Achievement		
			2016	Q1 2017	Q2 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</i></p> <p>1. <i>Natural Rubber Mat For Soil Stabilisation (Malaysia: UI 2016702511)</i></p> <p><i>Utility Innovation</i></p> <p>2. <i>Cutting Tool For Plants Grafting (UI 2016001206)</i></p> <p><i>Trade Mark</i></p> <p>3. <i>RRIMETER (Malaysia: Trademark No 2016013331, 2016013332, 2016013333, 2016013334)</i></p> <p><i>Trade Secret</i></p> <p>4. <i>Liquid Epoxidized Natural Rubber (LENR) and depolymerization of epoxidized natural rubber</i></p> <p>5. <i>Liquid Natural Rubber</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>1. 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>Utility Innovation</p> <p>2. A Composition Of A Torsional Suspension Element – (Malaysia: MY160358A)</p>	<p>NEW IP</p> <p>Patent</p> <p>1. Natural Rubber Fire Retardant (Malaysia: PI2017000644)</p> <p>IP GRANTED</p> <p>Patent</p> <p>Silica-Filed ENR Masterbatch And Cross Linkable Elastomeric Composition (US: US 9,637,610 B2)</p>

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			<p><i>(LNR) or depolymerized of natural rubber</i></p> <p>6. <i>Preparation of liquid natural rubber (LNR/LEN25/LENR50) Dry rubbe</i></p> <p><i>IP GRANTED</i></p> <p><i>Patent</i></p> <p>1. <i>A Sodium Octoborate Tetrahydrate/ Preservative System (Malaysia: MY-158563-A)</i></p> <p>2. <i>An Automatic Tapping System (Hong Kong: HK1186061, China: CN103415200B)</i></p> <p>3. <i>Epoxidised Natural Rubber Based Blend With Reversible Electrical Behaviour (Malaysia: MY156378A)</i></p> <p>4. <i>Silica-Filed Enr Masterbatch And Cross Linkable Elastomeric Composition (Australia: 2013385713)</i></p> <p>5. <i>A Rubber Compound For</i></p>		

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			<p><i>Electrostatic Dissipative Rubber Products And Method For Producing The Rubber Compound (Malaysia: MY-158751-A)</i></p> <p><i>Utility Innovation</i></p> <p>6. <i>Automated Identification Of Plant Type Using Leaf Image (Malaysia: UI 2912002127)</i></p>		
2.	To recommend a technology to be commercialised every year	RMC	<p>1. Commercialization Collaboration Agreement between Malaysian Rubber Board with FOSS Analytical</p> <p>2. Technology for License Agreement between Malaysian Rubber Board and MyKPK Rubber Integrated Sdn Bhd</p>	1.Green Rubber Sound Insulator (GRSI)	-
3.	Organise 30 courses for the training of extension officers from implementing agencies and train 2000 officers	AHM	Number of courses conducted during 2016 was 71 courses with 2,718 participants.	Number of courses in Qtr 1/2017 was 19 courses with 477 participants.	Number of courses in Qtr 2/2017 was 16 courses with 589 participants.
4.	Industry Advisory Programme to at least 6	ITAS	11 companies / factories have participated in this programme	No program in the first quarter.	There was 1 Factory participated in second quarter.

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	rubber manufacturing companies in a year		which was organised in May and November 2015. The companies/factories were from Penang, Perak, Selangor and Melaka		It is a latex product based company in Kedah. Next session of program is expected in Sep/Oct 2017.
5.	Organise a rubber conference/workshop/seminar at least one each year	BEPG	National Rubber Economic Conference 2016 (NREC 2016) was held on 27-28 Sep 2016 at Akademi Hevea Malaysia , Sungai Buloh	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
6.	To respond to complaints and inquiries received from customers through the MRB website <ul style="list-style-type: none"> <li>Acknowledgement of receipt within one (1) day</li> <li>Initial response within five (5) days</li> <li>Completed in 15 days</li> </ul>	UI	Total Complaints and inquiries:  Complaints: 53 Inquiries: 549	Total Complaints and inquiries:  Complaints: 10 Inquiries: 120	Total Complaints and inquiries:  Complaints: 8 Inquiries:91
7.	The tested samples completed  within the prescribed time subjected to the conditions of samples and status of	G-TAC <sub>R</sub>	-		

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	instrument:  i. Routine sample* – within 14 working days ii. Non-routine sample** – within 21 working days or as required  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.				
8.	Renewal of licenses to be not later than 7 days	UDDP	Licenses issued as follows:  1) Dealer: 5,453 2) Trader: 492 3) Processor: 254 4) Estate: 413 5) Group Selling: 24 6) Rubber Super Dealer: 14	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	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

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			7) Rubber Manufacturer: 613 8) Rubber Glove Exporter: 285 9) Rubber Nursery: 282	7) Rubber Manufacturer: 57 8) Rubber Glove Exporter: 27 9) Rubber Nursery: 8	7) Rubber Manufacturer: 53 8) Rubber Glove Exporter: 17 9) Rubber Nursery: 40
9.	To approve MRE membership application within 10 working days	MRE	6 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
10.	Website update: <ul style="list-style-type: none"> <li>Achievement of quarterly customer charter</li> <li>News / activity / event within five (5) working days</li> </ul>	UTM/UKK	70 news were updated in the website	13 news were updated in the website	5 news were updated in the website
11.	To organise two technical missions annually	MRE	None	1 Economic and Technical Mission to Iran on 5-6 Feb 2017	-
12.	Farmgate price will be displayed on the website MRB before 2 pm every working day	BEPG	244/244 trading days	61/61 trading days	58 / 58 trading days
13.	Daily MRB FOB rubber price published at 12.00 noon (official price) and at 5.00 pm (closing price)	MRE	244/244 trading days	61/61 trading days	58 / 58 trading days
14.	Rubber industry statistics updated on the website MRB twice a year	BEPG	Data on 2015 and 3 <sup>rd</sup> Quarter of 2016 was updated	Data on Jan-Dec 2016 was updated	Data on Jan - March 2017 was updated
15.	Annual Report will be	UPP	Annual Report 2015 was	Committee Meetings 2016	2 <sup>nd</sup> phase of Editing is in

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			2016	Q1 2017	Q2 2017
	published in the third quarter of next year		distributed on 1 October 2016	Annual Report LGM Bil 1/2017 was held on March 6, 2017. Editing is in progress.	progress.
16.	Malaysian Rubber Board's Digest is published every month through MRB website	UPP/MRE	12 issues posted on website	3 issues posted on website	6 issues posted on website.
17.	Rubber Journal and the Malaysian Rubber Research and Review is published quarterly	UPP	JRR: 4 issues MRR: 3 issues. 4 <sup>th</sup> issue will be published the following year	JRR 1 <sup>st</sup> issue 2017 was published in March 2017.  MRR 4 <sup>th</sup> Quarter 2016 was circulated. Editing MRR 1 <sup>st</sup> Quarter 2017 is in progress.	JRR 2 <sup>nd</sup> issue 2017 was published in June 2017.  MRR 1 <sup>st</sup> Quarter 2017 to be circulated in July 2017.
18.	MRB Rubber Technology Development (MRTD) and Science & Technology Bulletin are published twice a year	UPP	2 issues 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 <sup>st</sup> 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.
19.	Bill payments to vendors of services or products completed within 14 working days from the receipt of documents (invoices) complete	UKA	100% (6,752 out of 6,752 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

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20.	Payment of travel and overtime claims will be paid with salary if documents received before the 10th of each month	UKA	Processed a total of 3,533 (RM 1,429,945.74) Overtime Allowance applications Processed a total of 9,388(RM4,863,837.37) Travel Allowance applications - Achievement 100%	Processed a total of 898 (RM307,682.25) Overtime Allowance applications. Processed a total of 1,976 (RM963,723.71) Travel Allowance applications - Achievement 100%	Processed a total of 758 (RM262,281.41) Overtime Allowance applications.  Processed a total of 2,149 (RM1,006,752.20)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 764 (RM 281,064.00) 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%
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 2016, a total of 54 scheduled courses were organised internally according to the Training Operational Plan Year 2016	As of March 2017, a total of 2 scheduled courses were organised internally according to the Training Operational Plan Year 2017	As of March 2017, a total of 10 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 2016, the number of MRB staff who attended courses are as follows:</p> <p>&gt; 7 days: 671 staff</p> <p>&lt;7 days: 487 staff</p> <p>≠ 0 days: 62 staff</p> <p>Total: 1,220 staff</p> <p>95% of staff have been sent out to attend seminars and training, while 5% did not attend any of the courses 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>&lt; 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>&gt; 2 days: 518 staff</p> <p>&lt; 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>