

## CLIENTS CHARTER ACHIEVEMENT 2017

No	Client's Charter	Unit	Achievement				
			2017	Q1 2018	Q2 2018	Q3 2018	Q4 2018
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>IP Granted Patent</p> <p>1. Epoxidised Natural Rubber-Based Blend with Reversible Electrical Behaviour (China; ZL 2012 8 0025874.1)</p> <p>Patent filing</p> <p>1. Method for Preparing Coagulated Latex and Cuplump Rubber-Based Modified Bitumen (Indonesia; App. No. P00201709666)</p> <p>2. Method for Preparing Coagulated Latex and Cuplump Rubber-Based Modified Bitumen (Thailand; App.</p>	<p>IP Granted Patent</p> <p>1. A Rubber Compound for Electrostatic Dissipative Rubber Products and Method of Producing the Rubber Compound (US 9,991,020 82)</p> <p>Patent filing</p> <p>1. Natural Rubber Based Electrically Conductive Thermoplastic Vulcanisates and the Device for Manufacturing the Same (15/777056)</p> <p>Trademark filing</p>	<p>Trademark filing</p> <p>1) Natural</p> <p>United Kingdom - Trade Mark Application No. 3340175</p> <p>NATURAL (series of 2) (label) in Class 17</p> <p>2) RRIMeter</p> <p>-China</p> <p>-India</p> <p>-Indonesia</p> <p>-Filipina</p> <p>-Vietnam</p>	

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			2017	Q1 2018	Q2 2018		
				No. 1801000018)  Trade Secret; 1. Rubber Speed Bump (No. TS2018-01) 2. Pocket Sandal (No. TS2018-02) 3. Epoxidised Natural Rubber (ENR) based Interior Paint (No. TS2018-03) 4. Anti Fatigue Mat for Industrial Workplace (No. TS2018-04) 5. Hardness Button (No. TS2018-05)	1. Ekoprena China i. Latin Character (word mark)* ii. Latin Character (Logo)* iii. Chinese character (word mark)* iv. Chinese character logo* *Filing number to be advise by the agent soon  India i. Latin character Logo (3849947)  2. Pureprena  China i. Latin Character (word mark)* ii. Latin Character (Logo)*		

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					iii. Chinese character (word mark)* iv. Chinese character logo* *Filing number to be advise by the agent soon  India i. Latin character (word mark) (3846854) ii. Latin character Logo (3846855)		
2.	To recommend a technology to be commercialised every year	RMC	2 technologies were commercialised	-	-		
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 conducted for Qtr 1/2018 was 20 courses with 596 participants.	Number of courses conducted for Qtr 2/2018 was 43 courses with 1,451 participants.	Number of courses conducted for Qtr 3/2018 was 36 courses with 854 participants.	

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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	-	-	14 companies have participated in the advisory programme.	
5.	Organise a rubber conference/workshop / seminar at least one each year	BEPG	2	1- Rubber Forum 2018 was held on 13th February 2018 at Bangunan Getah Asli (Menara)	1 Seminar in conjunction with MRE's AGM was held on 26th June 2018	1- Rubber Forum 2018 was held on 26th July 2018 in Bangunan Getah Asli (Menara)  2 National Rubber Economic Conference 2018 was held on 28th August 2018 at Seri Pacific Hotel, Kuala 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)</li> </ul>	UI	Total Complaints and inquiries:  Complaints: 79 Inquiries: 684	Total Complaints and inquiries:  Complaints: 9 Inquiries: 133	Total Complaints and inquiries:  Complaints: 5 Inquiries: 50	Total Complaints and inquiries:  Complaints: 11 Inquiries: 60	

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	days • Completed in 15 days						
7.	<p>The tested samples completed within the prescribed time subjected to the conditions of samples and status of instrument:</p> <p>i. Routine sample* – within 14 working days</p> <p>ii. Non-routine sample** – within 21 working days or as required</p> <p>Note:            *Routine sample means sample received with no queue.            **Non routine sample means sample received with samples</p>	G-TAC <sub>R</sub>	-	-	-	-	

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	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: 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: 711 2) Trader: 67 3) Processor: 31 4) Estate: 49 5) Group Selling: 5 6) Rubber Super Dealer: 1 7) Rubber Manufacturer: 38 8) Rubber Glove Exporter: 23 9) Rubber Nursery: 37	Licenses issued as follows:  1) Dealer: 942 2) Trader: 77 3) Processor: 43 4) Estate: 67 5) Group Selling: 7 6) Rubber Super Dealer: 0 7) Rubber Manufacturer: 109 8) Rubber Glove Exporter: 63 9) Rubber Nursery: 28	
9.	To approve MRE membership application within 10 working days	MRE	<b>14</b> MRE Membership was approved within 10 working days	<b>3</b> MRE Membership was approved within 10 working days	5 MRE Membership was approved within 10 working days	7 MRE Membership was approved within 10 working days	

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			2017	Q1 2018	Q2 2018	Q3 2018		
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/UK K	37 news were updated in the website	5 news were updated in the website	13 news were updated in the website	21 news were updated in the website		
11.	To organise two technical missions annually	MRE	3	-	-	1 Technical Mission to China (20-24 August 2018)		
12.	Farmgate price will be displayed on the website MRB before 2 pm every working day	BEPG	242/242 trading days	60/60 trading days	59/59 trading days	60/60 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	60/60 trading days	59/59 trading days	60/60 trading days		
14.	Rubber industry statistics updated on the website MRB twice a year	BEPG	Data on 2016 and 3 <sup>rd</sup> Quarter of 2017 is updated	Data on Jan-Dec 2017 is updated	Data on Jan-March 2018 is updated	Data on Jan-June 2018 is 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 2017 Annual Report Bil 1/2018 will be held on 25th April 2018	Annual Report design has been finalised and approved by MPT. UPP is collecting and editing reports for the	Annual Report has been completed and sent to MPI on 28 September 2018.		

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					publication		
16.	Malaysian Rubber Board's Digest is published every month through MRB website	UPP/MRE	15 issues posted on website	3 issues were updated on website	3 issues were updated on website	3 issues were updated 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 21(1) 2018 was published by end of March 2018 and has been distributed.	JRR 21(2) 2018 was published by the end of June 2018 and has been distributed.  The editing of the input for MRR 1 <sup>st</sup> Quarter 2018 is in progress.	JRR 21(3) 2018 was published by the end of September 2018 and has been distributed.  MRR 1 <sup>st</sup> Quarter 2018 has been printed and circulated. The editing of the input for MRR 2 <sup>nd</sup> Quarter 2018 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	The editing of articles for MRTD Vol. 17 (2) 2017 is currently in progress.  BST Bil. 2/2017 has been published.	The final draft for MRTD Vol. 17 (2) 2017 is being finalised.  MRTD 18(1) 2018 is waiting in a queue. It will be published after the previous issue is done.  The editing of the articles for BST Bil. 1/2018 is in progress.	MRTD Vol. 18 (1) 2017 has been printed.  Authors for MRTD 18(2) have been invited and the deadline for submission is 19 Oct 2018.  BST Bil. 1/2018 to be made available by end-October 2018.	



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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% (2,028 out of 2,028 invoices) paid within 14 days	100% ((1,360 dari 1,360 invoices) paid within 14 days	100% ((1,767 dari 1,767 invoices) paid within 14 days	
20.	Payment of travel and overtime claims will be paid with salary if documents received before the 10th of each month	UKA	<p>Processed a total of 3,250 (RM 1,166, 548.30) Overtime Allowance applications</p> <p>Processed a total of 8, 354 (RM 3, 914,612,95) Travel Allowance applications - Achievement 100%</p>	<p>Processed a total of 758 (RM 240,793.39) Overtime Allowance applications</p> <p>Processed a total of 2,087 (RM 931,467.23) Travel Allowance applications - Achievement 100%</p>	<p>Processed a total of 844 (RM 257,218.16) Overtime Allowance applications</p> <p>Processed a total of 2,133 (RM 954,273.51) Travel Allowance applications - Achievement 100%</p>	<p>Processed a total of 644 (RM 190,542.18) Overtime Allowance applications</p> <p>Processed a total of 1,988 (RM 788,977.95) Travel Allowance applications - Achievement 100%</p>	
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 136 (RM 90,136.00) Local Travelling Advance claims were processed – 100%	Total of 168 (RM 98,248.50) Local Travelling Advance claims were processed – 100%	Total of 200 (RM 100,403) 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	UPSM	As of December 2017, a total of 54 scheduled courses were organised internally according to	As of Mac 2018, a total of 5 scheduled courses were organised internally according to the Training Operational	As of June 2018, a total of 14 scheduled courses were organised internally according to the Training Operational	As of September 2018, a total of 19 scheduled courses were organised internally according to the Training Operational	

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	Training / Training Calendar for the year		the Training Operational Plan Year 2017	Plan Year 2018	Plan Year 2018	Plan Year 2018	
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>&gt; 7 days: 875 staff</p> <p>&lt;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 Mar 2018, the number of MRB staff who attended courses are as follows:</p> <p>&gt; 2 days: 365 staff</p> <p>&lt;2 days: 773 staff</p> <p>Total: 1,138 staff</p> <p>32% of staff have completed 2 days of training, while 68% have not yet completed 2 days of training due to many circumstances.</p>	<p>As of June 2018, the number of MRB staff who attended courses are as follows:</p> <p>&gt; 2 days: 542 staff</p> <p>&lt;2 days: 589 staff</p> <p>Total: 1,131 staff</p> <p>48% of staff have completed 2 days of training, while 52% have not yet completed 2 days of training due to many circumstances.</p>	<p>As of September 2018, the number of MRB staff who attended courses are as follows:</p> <p>&gt; 2 days: 821 staff</p> <p>&lt;2 days: 299 staff</p> <p>Total: 1,120 staff</p> <p>73% of staff have completed 2 days of training, while 27% have not yet completed 2 days of training due to many circumstances.</p>	