

## 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>			

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				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)			
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	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.			

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	2000 officers						
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	-			
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)			
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: 79 Inquiries: 684	Total Complaints and inquiries:  Complaints: 9 Inquiries: 133			

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7.	<p>The tested samples completed</p> <p>within the prescribed time subjected to the conditions of samples and status of instrument:</p> <ul style="list-style-type: none"> <li>i. Routine sample* – within 14 working days</li> <li>ii. Non-routine sample** – within 21 working days or as required</li> </ul> <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</p>	G-TAC <sub>R</sub>	-				

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	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			
9.	To approve MRE membership application within 10 working days	MRE	14 MRE Membership was approved within 10 working days	3 MRE Membership was approved within 10 working days			
10.	Website update: • Achievement of quarterly customer charter	UTM/UK K	37 news were updated in the website	5 news were updated in the website			

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	<ul style="list-style-type: none"> <li>News / activity / event within five (5) working days</li> </ul>						
11.	To organise two technical missions annually	MRE	3	-			
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			
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			
14.	Rubber industry statistics updated on the website MRB twice a year	BEPG	Data on 2016 and 3 <sup>rd</sup> Quarter of 2017 was updated	Data on Jan-Dec 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 2017 Annual Report Bil 1/2018 will be held on 25th April 2018			
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			

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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.			
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.			
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			
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 3,250 (RM 1,166, 548.30) Overtime Allowance applications  Processed a total of 8, 354 (RM 3, 914,612,95) Travel Allowance	Processed a total of 758 (RM 240,793.39) Overtime Allowance applications  Processed a total of 2,087 (RM 931,467.23) Travel Allowance applications - Achievement 100%			

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			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 136 (RM 90,136.00) 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 2017, a total of 54 scheduled courses were organised internally according to the Training Operational Plan Year 2017	As of Mac 2018, a total of 5 scheduled courses were organised internally according to the Training Operational Plan Year 2018			



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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>&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>			