

LAPORAN PENCAPAIAN PIAGAM PELANGGAN BAGI PERMOHONAN IMPORT & EKSPORT
CAWANGAN KUALA LUMPUR BAGI BULAN SEPT 2014

Aktiviti Utama Dalam Piagam Pelanggan	Bil. Permohonan		Permohonan Lulus		Permohonan Tolak		Permohonan Diproses				Workflow & Status		Slip Batal	Belum Cetak		% Capaian Piagam	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P = (G +H)/A x 100	Q =(I+J)/ B x 100
Produk	Kaunter	Online	Kaunter	Online	Kaunter	Online	Kaunter (7 Hari Bekerja)	Kaunter Reject (7 hari bekerja)	Online (5 Hari Bekerja)	Online Reject (5 hari bekerja)	Kaunter	Online	Bil.	Kaunter	Online	Kaunter	Online
IMPORT																	
Kenderaan Berkuota	24	8530	24	7880	0	641	23	0	6485	523	0	0	1	0	9	96	82
Ken. Luar Kuota	50	2255	50	2208	0	41	45	0	1844	39	0	0	0	0	6	90	84
Ken. Persendirian	131	0	100	0	18	0	64	15	0	0	5	0	0	1	0	60	0
Jentera & Alat Ganti	22	179	14	141	1	38	14	1	107	37	1	0	3	0	0	95	80
Prime Mover		0	0	0	0	0	0	0	0	0	0	0		0	0		0
Dump Truck		33	6	15	0	18	6	0	15	18	0	0		0	0		100
Hot Rolled	13	993	0	850	0	125	0	0	704	101	0	0	0	0	18	46	81
Cold Rolled		455	0	350	0	103	0	0	281	100	0	0		0	2		84
Pipe and Tube		1155	12	857	0	283	6	0	597	265	0	0		0	21		75
Elec. Galvanised		514	0	421	0	77	0	0	367	75	0	0		0	16		86
Galvanised Iron		31	0	26	0	4	0	0	23	3	0	0		0	1		84
Strip		68	0	45	0	22	0	0	41	21	0	0		0	1		91
Besi Keluli		27	0	8	0	19	0	0	8	19	0	0		0	0		100
Gula	0	37	0	37	0	0	0	0	36	0	0	0	0	0	0	0	97
Tepung	18	169	0	89	0	80	0	0	82	79	0	0	0	0	0	72	95
Lain-lain Gula		57	1	40	0	15	1	0	36	13	0	0		0	2		86
Lain-lain		416	16	311	0	94	12	0	193	83	0	3		0	8		66
Dari Israel		387	0	341	0	36	0	0	202	29	0	0		0	10		60
JUMLAH	258	15306	223	13619	19	1596	171	16	11021	1405	6	3	4	1	94	72	81
Aktiviti Utama Dalam Piagam Pelanggan	Bil. Permohonan		Permohonan Lulus		Permohonan Tolak		Permohonan Diproses				Workflow & Status		Slip Batal	Belum Cetak		% Capaian Piagam	
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EKSPORT																	
Besi Keluli (Long Product)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Scrap		75	0	70	0	5	0	0	70	5	0	0		0	0		100
Susu		0	0	0	0	0	0	0	0	0	0	0		0	0		0
Gula		106	0	104	0	2	0	0	104	2	0	0		0	0		100
Lain-lain Gula		0	0	0	0	0	0	0	0	2	0	0		0	0		0
Lain-lain		6	0	6	0	0	0	0	6	0	0	0		0	0		100
Israel		89	0	26	0	63	0	0	26	63	0	0		0	0		100
JUMLAH	0	276	0	206	0	70	0	0	206	72	0	0	0	0	0	0	101