

LAPORAN PENCAPAIAN PIAGAM PELANGGAN BAGI PERMOHONAN IMPORT & EKSPORT
CAWANGAN KUALA LUMPUR BAGI BULAN DISEMBER 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	113	6239	22	5830	0	293	21	0	5862	282	0	0	73	0	116	0	98
Ken. Luar Kuota	52	4341	47	4087	5	183	46	5	3028	97	0	7		0	64	98	72
Ken. Persendirian	135	0	103	0	23	0	77	13	0	0	0	0	1	8	0	67	0
Jentera & Alat Ganti	3	200	3	128	0	72	3	0	109	68	0	0		0	0	100	89
Prime Mover		0	0	0	0	0	0	0	0	0	0	0		0	0		0
Dump Truck		44	0	44	0	0	0	0	44	0	0	0		0	0		100
Hot Rolled	101	789	1	672	0	104	0	0	679	104	0	0	22	0	13	12	99
Cold Rolled		350	0	330	0	17	0	0	333	17	0	0		0	3		100
Pipe and Tube		1298	10	981	0	297	10	0	994	297	0	7		0	13		99
Elec. Galvanised		542	2	468	0	71	2	0	471	71	0	0		0	3		100
Galvanised Iron		29	0	28	0	1	0	0	28	1	0	0		0	0		100
Strip		86	0	62	0	22	0	0	64	22	0	0		0	2		100
Besi Keluli		2	0	0	0	2	0	0	0	2	0	0		0	0		100
Gula	1	4	0	4	0	0	0	0	4	0	0	0	1	0	0	73	100
Tepung	56	39	2	17	4	18	2	0	14	9	0	0		0	4		59
Lain-lain Gula		80	6	50	0	22	6	0	19	14	0	0		0	8		41
Lain-lain		439	35	332	1	99	33	0	288	78	0	1		0	7		83
Dari Israel		159	0	132	0	17	0	0	86	9	0	1		0	9		60
JUMLAH	461	14641	231	13165	33	1218	200	18	12023	1071	0	16	97	8	242	47	89
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		57	0	56	0	1	0	0	56	1	0	0		0	0		100
Susu		0	0	0	0	0	0	0	0	0	0	0		0	0		0
Gula		91	0	84	0	7	0	0	84	7	0	0		0	0		100
Lain-lain Gula		8	0	8	0	0	0	0	8	0	0	0		0	0		100
Lain-lain		21	0	21	0	0	0	0	21	0	0	0		0	0		100
Israel		33	0	28	0	5	0	0	28	5	0	0		0	0		100
JUMLAH	0	210	0	197	0	13	0	0	197	13	0	0	0	0	0	0	100