|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **BIL** | **PIAGAM PELANGGAN** | **STATUS PENCAPAIAN**  **JANUARI-DISEMBER** | | **JUSTIFIKASI** |
| **BILANGAN** | **PERATUS** |
| 1 | Menyalurkan makalumat  Terkini Universiti dan aktiviti Pusat Alumni melalui e-bulletin di laman sesawang Pusat Alumni UPM sebanyak dua belas (12) kali setahun kepada alumni UPM | 2 | 16% |  |
| 2 | 2 | 48% |  |
| 3 | 5 | 75% |  |
| 4 | 4 | 108% |  |
| 5 | 2 | 125% |  |
| 6 | 1 | 133% |  |
| 7 | 4 | 166% |  |
| 8 | 3 | 191% |  |
| 9 | 1 | 200% |  |
| 10 | 2 | 216% |  |
| 11 | 2 | 233% |  |
| 12 |  |  |  |

**LAPORAN PENCAPAIAN PIAGAM PELANGGAN BULAN JANUARI-NOVEMBER 2019**

**PTJ: PUSAT ALUMNI**

**RUMUSAN**

|  |  |  |  |
| --- | --- | --- | --- |
| **BILANGAN PIAGAM PELANGGAN** | **TERCAPAI** | **TIDAK TERCAPAI** | **MASIH BELUM BOLEH DIUKUR** |
| 1 |  | - | Telah Mencapai 100% |
|  |  |  |  |