

HURAIAN PINDAAN DOKUMEN ISO UPM

**BAHAGIAN A: Huraian Pindaan Dokumen ISO**

(Diisi oleh Pemohon/Pemilik Proses dan sila abaikan ruangan No. CPD kerana akan dilengkapkan oleh TPKD PP)

No. CPD	Pemilik Proses	Huraian Pindaan Dokumen *		Tambahan (T) / Pemotongan (P)
		Asal	Pindaan	
SOK (PEL): 01/2016	Pejabat TNCPI	Nama Dokumen: Borang Kajian Kepuasan Pelanggan Penyelidikan Dan Inovasi Kod Dokumen: SOK/PEL/BR03/KKPP&I No. Isu : 02, No Semakan : 04, Tarikh Kkuatkuasa : 30/04/2013	Nama Dokumen: Borang Kajian Kepuasan Pelanggan Penyelidikan Dan Inovasi Kod Dokumen: No. Isu: 03, No. Semakan: 05, Tarikh Kkuatkuasa: 01/07/2016	
		<p>Kepada pelanggan yang dihargai, UPM komited ke arah menyediakan perkhidmatan penyelidikan dan inovasi yang berkualiti bagi memenuhi kepuasan pelanggan. Sila beri maklum balas berkaitan perkhidmatan <del>dan kemudahan</del> di UPM. Maklum balas anda amat dihargai.</p> <p>Dear valued <del>customer</del>. UPM <del>are</del> committed towards providing research and innovation <del>quality</del> services to our customers. We appreciate your comments and responses on our services <del>and facilities</del>. Thank you.</p>	<p>Kepada pelanggan yang dihargai, UPM komited ke arah menyediakan perkhidmatan penyelidikan dan inovasi yang berkualiti bagi memenuhi kepuasan pelanggan. Sila beri maklum balas berkaitan perkhidmatan <u>penyelidikan dan inovasi</u> di UPM. Maklum balas anda amat dihargai.</p> <p>Dear valued <u>customers</u>. UPM is committed towards providing quality research and innovation services to our customers. We appreciate your comments and responses on our <u>research and innovation services in UPM</u>. Thank you.</p> <p>Nama Fakulti/Institut/Akademi/Pusat yang dinilai : <input type="text"/></p> <p><u>Name of Faculty/Institute/Academy/Centre to be evaluated:</u></p>	T/P
		<p>BAHAGIAN I: MAKLUMAT PELANGGAN PART I: CUSTOMER PARTICULARS</p> <p>5. <del>Kategori pelanggan (Customer's category):-</del></p> <p><del><input type="checkbox"/> Penyelidik (Akademik) <input type="checkbox"/> Researcher (Academic)</del></p> <p><del><input type="checkbox"/> Penyelidik (Bukan Akademik) <input type="checkbox"/> Researcher (Non-academic)</del></p> <p>Jawatan: _____</p> <p>7. <del>Fakulti/Institut/Akademi (Faculty/Institute/Academy) :</del></p> <p>Sila tandakan (/) tahap kepuasan anda terhadap perkhidmatan yang diberikan.</p>	<p>BAHAGIAN I: MAKLUMAT PELANGGAN PART I: CUSTOMER'S PARTICULARS</p> <p>5. <u>Fakulti/Institut/Akademi/Lain-lain</u> : _____ <u>(Faculty/Institute/Academy/Others)</u></p> <p>7. <u>Kategori pelanggan (Customer category):</u></p> <p><input type="checkbox"/> <u>Staf (Akademik)</u> <input type="checkbox"/> <u>Staf (Bukan Akademik)</u> Jawatan <u>Staff (Academic)</u> <u>Staff (Non academic)</u> (Post) :</p>	T/P

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		4	<del>Pelaksanaan Promosi hasil penyelidikan</del> <i>Promotion of reseach output-implementation</i>	①	②	③	④	⑤												
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			<u>7</u> <b>Pegawai mudah dihubungi/mesra dan bersikap profesional</b> <i>Officers are professional/friendly and easily reachable</i>	①	②	③	④	⑤										
			<u>8</u> <b>Staf berkebolehan dan sebaik mungkin membantu menyelesaikan masalah yang dihadapi oleh pelanggan</b> <i>Staff are competent and able to assist in solving problems faced by customers to the best of their ability</i>	①	②	③	④	⑤										
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		1.	Prosedur kelulusan aktiviti pelajar. <i>Student activity approval procedure.</i>			1	2	3	4	1.	Prosedur kelulusan aktiviti pelajar. <i>Student activity approval procedure.</i>			1	2	3	4	
		2.	Kemudahan dan peralatan aktiviti pelajar yang disediakan (seperti <i>wall climbing</i> , peralatan rekreasi, dan bilik aktiviti pelajar). <i>Students activity facilities (wall climbing, recreation tools, and activity room)</i>			1	2	3	4	2.	Kemudahan dan peralatan aktiviti pelajar yang disediakan (seperti <i>wall climbing</i> , peralatan rekreasi, dan bilik aktiviti pelajar, <b>pakaian dan alat muzik</b> ). <i>Students activity facilities (wall climbing, recreation tools, <del>and</del> activity room, cloths and music tools)</i>			1	2	3	4	
		3.	Khidmat nasihat pelaksanaan aktiviti pelajar. <i>Advisory service for student activities.</i>			1	2	3	4	3.	Khidmat nasihat pelaksanaan aktiviti pelajar. <i>Advisory service for student activities.</i>			1	2	3	4	
		4.	Program/aktiviti kepimpinan yang dianjurkan. <i>Programs/activities leadership organized.</i>			1	2	3	4	4.	<del>Program/aktiviti kepimpinan yang dianjurkan. <i>Programs/activities leadership organized.</i></del>			1	2	3	4	

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		<b>3. Seksyen Penajaan dan Pengurusan Pelajar Antarabangsa / Sponsorship and International Students Affairs Section</b>						<b>3. Seksyen Penajaan dan Pengurusan Pelajar Antarabangsa / Sponsorship and International Students Affairs Section</b>										
		<b>Bil. (No .)</b>	<b>Perkara (Particulars)</b>			<b>Skala (Scale)</b>				<b>Bil. (No .)</b>	<b>Perkara (Particulars)</b>			<b>Skala (Scale)</b>				
		1.	Hebahan maklumat mengenai tajaan dan pinjaman pelajar. <i>Informations of sponsorship and loan services.</i>			1	2	3	4	1.	Hebahan maklumat mengenai tajaan dan pinjaman pelajar. <i>Informations of sponsorship and loan services.</i>			1	2	3	4	
		2.	Urusan pentadbiran dan pengendalian tajaan dan pinjaman pelajar. <i>Informations of sponsorship and loan services.</i>			1	2	3	4	<del>2.</del>	<del>Urusan pentadbiran dan pengendalian tajaan dan pinjaman pelajar. <i>Informations of sponsorship and loan services.</i></del>			<del>1</del>	<del>2</del>	<del>3</del>	<del>4</del>	
		3.	Proses permohonan bantuan kebajikan pelajar pascasiswazah. <i>Postgraduate students welfare service application process.</i>			1	2	3	4	3.	Proses <b>Prosedur</b> permohonan bantuan kebajikan pelajar pascasiswazah. <i>Postgraduate students welfare service application <b>procedure</b> process.</i>			1	2	3	4	
		4.	Khidmat nasihat pelaksanaan aktiviti pelajar pascasiswazah. <i>Advisory service for postgraduate student activities.</i>			1	2	3	4	<del>4.</del>	<del>Khidmat nasihat pelaksanaan aktiviti pelajar pascasiswazah. <i>Advisory service for postgraduate student activities.</i></del>			<del>1</del>	<del>2</del>	<del>3</del>	<del>4</del>	

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		<b>4. Seksyen Kebajikan, Kemudahan dan Kesejahteraan Pelajar / Student Welfare Facilities and Wellness Section</b>				<b>4. <del>Seksyen Kebajikan, Kemudahan dan Kesejahteraan Pelajar</del> <del>Seksyen Pengurusan Kenderaan / Student Welfare Facilities and Wellness Section</del> <b>Transportation Management Section</b></b>																														
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		Asal							Pindaan									
			(pakaian/alat muzik). <i>Facilities and recreation equipment (clothing/music instruments).</i>															
		3.	Khidmat nasihat pelaksanaan aktiviti pelajar. <i>Advisory service for student activities.</i>	1	2	3	4	5	<del>3.</del>	<del>Khidmat nasihat pelaksanaan aktiviti pelajar. Advisory service for student activities.</del>	<del>1</del>	<del>2</del>	<del>3</del>	<del>4</del>	<del>5</del>			
		4.	Program/aktiviti kebudayaan yang dianjurkan. <i>Programs/activities cultural organized.</i>	1	2	3	4	5	4.	Program/aktiviti kebudayaan yang dianjurkan. <i>Programs/activities cultural organized.</i>	1	2	3	4	5			
		BAHAGIAN C : Komen dan cadangan secara keseluruhan (Overall <i>Comment and Suggestions</i> )							BAHAGIAN C : <del>Komen</del> <b>Maklum balas</b> dan cadangan secara keseluruhan (Overall <b>Feedback</b> <del>Comment</del> and <i>Suggestions</i> )									

**BAHAGIAN B: Kelulusan CADANGAN PINDAAN DOKUMEN ISO**

(Diisi oleh PKD / TPKD mengikut skop dokumen ISO)

<b>Peneraju Proses:</b>	<u>Pejabat Naib Canselor (Pejabat Strategi Korporat Dan Komunikasi)</u>
<b>Kelulusan Mesyuarat:</b>	<u>Ketua-Ketua Bahagian PNC</u> <b>Kali ke-</b> <u>34</u>
<b>Tarikh Mesyuarat:</b>	<u>23 /6/2016</u>
<b>Cadangan Tarikh Kuatkuasa *:</b>	<u>01/07/2016</u>

Nota \*:

- Tarikh Kuatkuasa merujuk kepada tarikh yang ditetapkan dan sila berhubung dengan PKD sekiranya perlukan tarikh kuatkuasa lain
- Masukkan Huraian Pindaan Dokumen yang dilampirkan oleh pencadang bersama Borang Cadangan Pindaan/Tambahan Dokumen.