



QUALITY OBJECTIVE

DEPARTMENT OF INDUSTRIAL DEVELOPMENT & RESEARCH (DIDR)

1. **Undertaking SME Courses**
 - a) To ensure at least 90% participation in each course; and
 - b) To target at least 85% or more participant's satisfaction in each course attended.
2. **Organising Showcase Satu Daerah Satu Industri (SDSI) at State and National level**
 - a) To ensure at least 90% participation in Showcase SDSI at State and National Level; and
 - b) To target at least 85% participant's satisfaction at satisfied level and above in Showcase SDSI at State and National Level.
3. **Provision of Industry Services**
 - a) To process completed State Government Approval and Federal Manufacturing License applications within 4 weeks (20 working days); and
 - b) To undertake handholding services to at least 70% of identified companies a year.
4. **Organising of Investment Seminar/Investment Mission Overseas**
 - a) Monitor follow-up action of participating agencies on potential inquiries/investment within 1 month of event.
5. **Undertake SME Exhibitions**
 - a) To ensure at least 90% participation in each exhibition;
 - b) To target at least 85% participant's satisfaction at satisfied level and above in each SME Exhibition; and
 - c) To ensure at least 70% of targeted potential sales of each exhibition.
6. **Undertake Industrial Studies**
 - a) To target 10% increase of respondent on each Sabah Business Condition Index Study annually; and
 - b) To target 85% response rate of sample for each Sabah Business Condition Index (SBCI) Study.
7. **Implement Training Program for DIDR Staff**
 - a) To ensure every department staff to attend at least 7 days course annually.