

## **Client Charter 2015**

### **UniMAP is committed to achieve its client charter :-**

1. 40% graduates to attain CGPA of 3.00 and above in every convocations.
2. 40% lecturers with Ph.D or its equivalent.
3. Ratio of academic staff to undergraduates of 1:15.
4. Employee's satisfaction index of 85% and above annually.
5. Graduate's satisfaction index of 80% and above annually
6. Four Professional Engineers (PE) or its equivalent for every engineering programs.

# Yearly achievements will be reported in the annual MKSP, after the internal audit process completed around December or at the beginning of the next year.