

Client Charter 2019

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.
7. Respond to all complaints within seven (7) working days from the date of receipt.

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.