



Loh Guan Lye & Sons Sdn. Bhd. SPECIALISTS CENTRE

Loh Guan Lye & Sons Sdn. Bhd. (No: 15761-M)
GST Reg. No: 000596008960

- 238, Macalister Road, 10400 Penang, Malaysia.
- 19 & 21, Logan Road, 10400 Penang, Malaysia.
- Tel: (604) 238 8888 Fax: (604) 229 0287
- Email: lsc@lohguanlye.com Website: www.lohguanlye.com
- 24 Hours Emergency Hotline : (604) 226 6911



ACCREDITED HOSPITAL



- Chairman & Managing Director, Obstetrician & Gynaecologist**
Mr Loh Hun Yu, Kelvin
- Executive Director, Obstetrician & Gynaecologist**
Mr Nicholas Loh Shin Wye
- Chief Executive Officer**
Dr Mary C H Quah
- Obstetrician & Gynaecologist**
Dr Voon Meng Hoon
- Obstetrician & Fertility Specialists**
Mr M. Devindran
Mr Sim Seng Keat
- Anaesthesiologists**
Dr Chuah Soo Hin
Dr Jude Morgan
Dr Lim Kok Chye
Dr Teoh Guan Hock
- Breast, Endocrine & General Surgeons**
Mr Chong Seng Fook
Dr Teoh Mei Shi
- Cardiologist, Interventional Electrophysiologist & Physician**
Dr Ma Soot Keng
- Cardiologist & Physicians**
Dr Goh Eng Leng
Dr Goh Teck Hwa
Dr Na Boon Seng
- Dental, Oral & Maxillofacial Surgeon**
Dr Wong Lai Yee
Dr Wilander Law Cheng Guan
- Ear, Nose, Throat, Head & Neck Surgeons**
Dato' Dr Lim Seah Guan
Mr Aloysius Lee Mun Loy
- Eye Physician & Surgeons**
Mr Bryan Lee Chin Chye
Mr Lee Fatt Nam
- Gastroenterologist, Hepatologist & Physician**
Dr Chin Kuen Loong
- General Surgeon**
Mr Kingston Yeoh Chong Beng
- General & Colorectal Surgeons**
Mr Lim Teik Mau
Mr Prabhu Ramasamy
- General Surgeon & Urologist**
Mr Noel Yeoh Theam Lip
- Intensivist & Anaesthesiologist**
Dr Claudia Cheng Ai Yu
- Nephrologist & Physician**
Dr Koay Hean Chong
- Neurosurgeons**
Mr Kazem Djavadkhani
Mr Mohd Suplan Bin Hj Dimin
- Oncologist & Radiotherapists**
Dr Kevin Hew Poh Wai
Dr Nellie Cheah Lay Chin
- Orthopaedic, Joint Reconstruction & Trauma Surgeon**
Mr Goh Eng Tat
Mr Soon Hock Chye
- Orthopaedic, Sports Injury & Trauma Surgeon**
Mr Soon Chee Khian
- Orthopaedic & Trauma Surgeon**
Mr Yeoh San Beng
- Paediatrician & International Board Certified Lactation Consultant**
Datin Dr Siti Khadijah Tun Hamdan
- Paediatrician & Allergy Specialist**
Dato' Dr S Sellappan
- Paediatrician & Family Skin Physician**
Dr Lee Yu Chuang
- Physician**
Dr Cheng Hoong Keong
- Psychiatrist**
Dr Lee Dan Huey
- Radiologists**
Dato' Dr K Ragupathy
Dr Abdullah Bin Daud
Dr Dennis Tan Gan Pin
Dr Lai Fong Ming
- Radiologist & Nuclear Medical Physician**
Dr Sunil Chopra
- Urologist**
Mr Lau Ban Eng
- Other Healthcare Professionals**
Clinical Psychologist & Counsellor
Chelsea Peh Mei Fung
Visiting Consultants
Cardiovascular & Thoracic Surgeon
Mr Basheer Ahamed Abdul Kareem
Chest & General Physician
Prof Richard Loh Li-Cher
Endocrinologist & Physicians
Dr Nor Azizah Aziz
Dr Shanty Velaiutham
Dr Yeow Toh Peng
General & Vascular Surgeon
Mr Kevin Molssinac
General, Hepatopancreatobiliary & Advanced Endolaparoscopic Surgeon
Mr Manisekar K Subramaniam
Haematopathologist
Prof Narazah Binti Mohd Yusoff
Interventional Radiologist
Dr Yeow Tow Non
Neurologist, Movement Disorder Specialist And Physician
Dr Asha Perma
Orthodontist
Dr Saravanan Alagu
Periodontist
Dr Rajeswary Raman
Physician (Infectious Diseases & Travel Medicine)
Dr Leong Kar Nim
Plastic, Aesthetic & Reconstructive Surgeon
Mr Lee Kim Siea
Plastic & Reconstructive Surgeon
Mr Wong Thai EP
Other Healthcare Professionals (Visiting)
Educational & Counselling Psychologist
Prof Dato' See Ching Mey
Clinical Psychologist & Counsellors
Alex Ng Wei Siong
M.S. & Movement Educator
Esther Tan Yeon Meen

(281-311)DCC/COR/16-12

20th December 2016

Critical M&E Engineering Sdn Bhd
303-4-13, 4th Floor, Kristal Point
No. 303, Jalan Sultan Azlan Shah
Bayan Lepas, 11900 Penang

Dear Sir/Madam,

RE : SUPPLIER PERFORMANCE MANAGEMENT SYSTEM

We append below your performance rating for the period from Sep 01 till Nov 30 2016 for your kind perusal.

Supplier Quality Measurement

Measurement Category	Your Score	Max Score
Quality	60	60
Delivery	10	10
Quality Service Level	22	30
Total Score	92	100

Supplier Quality Performance

Performance	Grade	Points
Outstanding	A	90 – 100
Acceptable	B	80 – 89
Below Average	C	< 80

SUPPLIER QUALITY MEASUREMENT RATING

Grade **A**

We look forward to the continuous improvement results for the succeeding months and if you have any questions, please do not hesitate to contact me.

Thank you.

Yours faithfully,
Loh Guan Lye & Sons Sdn Bhd
(Loh Guan Lye SPECIALISTS CENTRE)

Khor Bee Bee
(Senior Manager
Information Systems)

Rose L F Boo
(Senior Manager
HR & Admin)

KBB/cc



from **ASPIRATION** to **REALITY & EXCELLENCE**



SUPPLIER QUALITY MEASUREMENT
(PERIOD : 01-09-16 To 30-11-16)

REF NUMBER : COCR002

SUPPLIER : CRITICAL M&E ENGINEERING SDN BHD

1) QUALITY (60 POINTS)

[3 being lowest, 15 being highest]

- 1.1 No Expired Items - 15 points
- 1.2 No Mislabeling/Mix-up of Items - 15 points
- 1.3 No Damaged Items - 15 points
- 1.4 No Incorrect Order - 15 points

	3	6	9	12	15	
					15	
					15	
					15	
					15	
Total	0	0	0	0	60	60

2) DELIVERY (10 POINTS)

[0 being the lowest, 10 being the highest]

- 2.1 < 0 days - 10 points
- 2.2 1 - 2 days - 8 points
- 2.3 3 - 4 days - 6 points
- 2.4 5 days - 4 points
- 2.5 > 6 days - 0 points

	0	4	6	8	10	
					10	
Total	0	0	0	0	10	10

3) QUALITY SERVICE LEVEL (30 POINTS)

[0 being the lowest, 3 being the highest]

- 3.1 Initiative to communicate on progress or potential problems - 3 points
- 3.2 Flexibility to changes - 3 points
- 3.3 Timely response - 3 points
- 3.4 Continuous effort in establishing mutually beneficial prices - 3 points
- 3.5 Prompt answer to telephone calls - 3 points
- 3.6 Overall knowledge of products, pricing & bonuses - 3 points
- 3.7 Handling of return goods - 3 points
- 3.8 Promptness of resupply of goods wrongly supplied - 3 points
- 3.9 Accuracy of invoices - 3 points
- 3.10 General inquiry - 3 points

	0	1	2	3	
			2		
			2		
			2		
			2		
			2		
			2		
			2		
			2		
				3	
				3	
Total	0	0	16	6	22

Assessment done by :

Name : Zulhairi Bin Ishak
Designation : Engineering Executive
Date : 16/12/2016

Grand total 92