

DAR AL-HIKMAH LIBRARY: LIST OF QUALITY OBJECTIVES 2026

NO	QUALITY OBJECTIVES	TARGET	OWNER	FREQUENCY OF REPORTING
QO1	Achieve client satisfaction with circulation services	80% level of satisfaction	Zalirawati Anita Jusoh (DAHLG) Nor Iskhandar Adnan (DaHLK) Siti Nor Md. Idris (CFSL) Ahmad Zaki Rashid (SMNAL)	Quarterly (every 3 months; March, June, September, December) Annually Analysis Dec
QO2	Respond to customer complaints and suggestions	100% within 14 days	Siti Hawa Darus (DaHLG) Nor Iskhandar Adnan (DaHLK) Siti Nor Md. Idris (CFSL) Muhd. Aiman Basri (SFPL)	Monthly Performance Biannually Analysis June Dec
QO3	Achieve student satisfaction on information literacy programme	96% level of satisfaction	Dr. Zahila Haji Mohd. Nor (DaHLG) Yasmin Mastura Mustafa Byrnes (DaHLK) Siti Nor Md. Idris (CFSL) Muhd. Aiman Basri (SFPL)	Biannually Analysis June Dec
QO4	Publish a complete publication deposited into IRep	95% within seven working days	Siti Azizah Md Nor	Monthly Performance Biannually Analysis June Dec
QO5	To rectify and solve 90% of problematic items within the same year of the inventory project done	90% within the same year of the inventory project done	Wan Salwati Wan Salleh (DaHLG) Nor Iskhandar Adnan (DaHLK) Siti Nor Md. Idris (CFSL) Ahmad Zaki Rashid (SMNAL)	Annually Analysis Dec

QO6	Submit publication data/report within the stakeholders' deadline	90%	Irni Izwah Abu Bakar	Monthly Performance Biannually Analysis June Dec
QO7	Publish e-thesis into the IIUM Theses Repository within 10 working days	90%	Norbaya Muda	Monthly Performance Biannually Analysis June Dec
QO8	Resolution of reported LMS IT incidents within 24-48 hours after receipt.	90%	Mohamad Fareed Daniel Mohd Fuad	Quarterly (every 3 months; March, June, September, December) Biannually Analysis June Dec
QO9	Ensure course reading materials are made available to clients within 7 working days upon receipt.	100%	Siti Aidah Rabingan	Monthly Performance Biannually Analysis June Dec
QO10	Publish digitised special collection into the IIUM Manuscript Repository within 14 working days	100%	Fazli Omar	Monthly Performance Biannually Analysis June Dec

Note: Those with monthly performance target and reporting are required to complete the Excel sheet shared via Google Drive on a monthly basis. A reminder email will be sent to the QO owners each month as a follow-up, if required.

QRS/MZ....30.01.2026.