

| NO | UNIT                       | SUB UNIT   | KPI  |
|----|----------------------------|--|--|
| 1  | ANIMAL HOTEL               | OUTBOUND ACCEPTANCE  | 1.1 CARGO : 4 HOURS prior Standard Time to Departure (STD)   |
|    |                            | INBOUND DELIVERY   | 1.2 LOOSE CARGO : 2 HOURS after Actual Time of Arrival (ATA)   |
|    |                            |  | 1.3 INTACT ULD : 2 HOURS after Actual Time of Arrival (ATA)  |
|    |                            |  | 1.4 MIXED : 2.5 HOURS after Actual Time of Arrival (ATA)   |
|    |                            |  | 1.5 PRE-ALERT SUBMISSION : MIN 4 HOURS prior Standard Time of Arrival (STA)  |
| 2  | IMPORT RELEASE             | CARGO SURVEY REPORT  | 2.1 CMR Ready for Collection (Upon complete document submission by agent)<br>NOTES:<br>1. FREIGHT FORWARDERS/CONSIGNEE TO PRODUCE THE FOLLOWING DOCUMENTS FOR CARGO SURVEY:<br>A. AIRWAYBILL<br>B. DELIVERY ORDER<br>C. INVOICE<br>2. TWO (2) COPIES OF CMR TO BE SIGNED/STAMPED BY MAB KARGO WAREHOUSE OFFICER AND FREIGHT FORWARDERS/CONSIGNEE.<br>3. ORIGINAL COPY OF CMR WILL BE GIVEN TO FREIGHT FORWARDERS/CONSIGNEE.<br>: 15 MINUTES After survey is conducted. |
| 3  | IMPORT RELEASE             | TRUCK DOCK (INBOUND DELIVERY)  | 3.1 READY FOR COLLECTION : 4 HOURS after Actual Time of Arrival (ATA)  |
|    |                            | 3.2 HUM HANDLING : 2 HOURS after Actual Time of Arrival (ATA)                        |  |
|    |                            | 3.3 DELIVERY : 45 MINUTES after issuance of Truck Tour                               |  |
|    |                            | 3.4 TRUCK TOUR ISSUANCE - IMPORT : 2 MINUTES Per AWB                                 |  |
| 4  | EXPORT                     | TRUCK DOCK (SUBMISSION OF CARGO AT EXPORT TRUCKDOCK)                                 | 4.1 LOOSE CARGO : 4 HOURS prior Standard Time to Departure (STD)   |
|    |                            | 4.2 INTACT ULD : 3 HOURS prior Standard Time to Departure (STD)                      |  |
|    |                            | 4.3 VUL : 4 HOURS prior Standard Time to Departure (STD)                             |  |
|    |                            | 4.4 HUM : 4 HOURS prior Standard Time to Departure (STD)                             |  |
|    |                            | 4.5 LARGE QTY >1000pcs/CHARTER : Pre-discussion to be arrange 72 HOURS to submission |  |
| 5  | ULD LOGISTICS              | ULD RELEASE TO AGENT   | 5.1 ULD : 60 MINUTES after request   |
|    |                            | 5.2 Operating Hours : 0800 to 2300 Hours (Last request at 2200LT)                    |  |
| 6  | PERISHABLE UNIT            | OUTBOUND ACCEPTANCE (PERISHABLE TRUCKDOCK)   | 6.1 LOOSE CARGO : 4 HOURS prior Standard Time to Departure (STD)   |
|    |                            | INBOUND DELIVERY   | 6.2 INTACT ULD : 3 HOURS prior Standard Time to Departure (STD)  |
|    |                            |  | 6.3 MIX : 4 HOURS prior Standard Time to Departure (STD)   |
|    |                            |  | 6.4 LOOSE CARGO : 4 HOURS after Actual Time of Arrival (ATA)   |
|    |                            |  | 6.5 INTACT ULD : 2 HOURS after Actual Time of Arrival (ATA)  |
|    |                            |  | 6.6 MIXED : 4 HOURS after Actual Time of Arrival (ATA)   |
|    |                            |  | 6.7 PRE-ALERT SUBMISSION : MIN 4 HOURS prior Standard Time of Arrival (STA)  |
| 7  | CPO                        | CUSTOMER SERVICE   | 7.1 AWB DELIVERY TO CUSTOMER/AGENTS : 1 HOUR after Actual Time of Arrival (ATA)  |
|    |                            | 7.2 PAYMENT COUNTER TRANSACTION (IMPORT & EXPORT) : 3 MINUTES Per AWB                |  |
| 8  | EHU                        | OUTBOUND ACCEPTANCE  | 8.1 LOOSE CARGO (Ready for carriage) : 1.5 HOURS prior to Standard Time to Departure (STD)   |
|    |                            | INBOUND DELIVERY   | 8.2 LOOSE CARGO : 1.5 HOURS after Actual Time of Arrival (ATA)   |
|    |                            |  | 8.3 MIX ULD : 2.5 HOURS after Actual Time of Arrival (ATA)   |
| 9  | CARGO REFUND PROCESSING    | CARGO CLAIM & LOSS PREVENTION  | 9.1 LETTER OF ACKNOWLEDGEMENT TO CUSTOMER : WITHIN 7 DAYS  |
|    |                            | PROCESSES  | 9.2 REFUND TO CUSTOMER : WITHIN 30 WORKING DAYS<br>: 7 DAYS for damage cargo<br>: 21 DAYS for missing cargo - after tracing process initiated  |
| 10 | SERVICE RECOVERY & TRACING | N/A  | 10.1 ACKNOWLEDGE INQUIRY (E-MAIL)<br><br>Email : mkops.customer@malaysiaairlines.com<br>Phone : 603 877 71857/ 72136/71644<br>: Acknowledge inquiry<br>a) office hours : within 3Hours<br>b) After office hours : within 12Hours<br>c) Weekend : within 24Hours<br><br>: Follow up tracing progress next within 48hours  |
| 11 | DUTY MANAGER               | PERSON IN CHARGE   | 1 . Ahmad Kamal Mohd Daud<br>2 . Ainul Adnan Ab. Rahman<br>3 . Othman Kamal<br>4 . Mohamad Safwan Badarudin<br>Tel: +6 03 8777 2140<br>H/P: +6 019 324 5159  |