



## QUALITY OBJECTIVES

1. To provide quality and competitive examinations.
2. To enhance Customer Satisfaction Index (CSI) from 82.83% in the financial year 2023/2024 to 85% by the financial year 2026/2027.
3. To enhance financial sustainability by growing total income by 10% annually.
4. To enhance employee satisfaction, work environment and staff engagement index from 74% in the financial year 2023/2024 to 80% by the financial year 2026/2027.

  
.....  
**Prof. Nicholas K. Letting', Ph.D., EBS HSC**  
**SECRETARY/CHIEF EXECUTIVE OFFICER**

Date: 24/09/2025