

# **SRF Policy**

## **Complete Approval**

- **Below 6 months**
  - MIS will follow up with customer request, business niche or company alignment and follow by FIFO.
- **Above 6 months**
  - MIS provide TBA with reason, reconfirm on the requirement with user as there might be changes or to drop. It will be done on every beginning of the month.

## **Pending Approval**

- **Below 6 months**
  - MIS will follow up after complete approval.
- **Above 6 months**
  - SRF will be drop if there is no single approval.
  - Trigger user to follow up with respective manager to approve if there is more than one approval.
  - SRF will be drop if no action taken after two weeks upon last approval date.

**\* Any feedback after implementation will follow up via eService case.**