

Our Ref.: IIUM/305/9/4/7  
Date: 7<sup>th</sup> August 2025

Chief Executive Officer  
IIUM Holdings Sdn Bhd  
Level 3, Muhammad Abdul-Rauf Building  
International Islamic University Malaysia  
Gombak

Dear Sir/ Madam,

### FEEDBACK AND RECOMMENDATION ON THE PERFORMANCE OF DAYA BERSIH SDN. BHD. AT KULLIYYAH OF MEDICINE

On behalf of the Kulliyyah of Medicine, I would like to extend our sincere appreciation for the services provided by *Daya Bersih Sdn. Bhd.*, which is responsible for the maintenance and cleanliness of our buildings and facilities.

Overall, the performance of the Daya Bersih team has been commendable. They have consistently shown professionalism, reliability, and responsiveness in addressing maintenance issues and ensuring the cleanliness of our premises. We particularly appreciate their proactive efforts, such as repainting road markings and painting certain portions of the building structure, which have contributed positively to the safety and aesthetics of the Kulliyyah.

Their staff are courteous, cooperative, and prompt in responding to service requests, which has greatly contributed to a clean, safe, and conducive environment for academic and clinical activities.

That said, there are still areas for further improvement. For instance, support for event setups- such as the arrangement of tables and chairs- can be limited due to manpower constraints. Additionally, repairs involving equipment are sometimes delayed due to budgetary limitations. We hope these aspects can be enhanced through better coordination and resourcing, as they are essential for smooth operations and successful event execution.



We remain confident that Daya Bersih Sdn. Bhd., with the continued support of IIUM Holdings, will continue to uphold and further improve the quality of its services.

Thank you for your kind attention and ongoing support.



Prof. Dr. Jamalludin bin Ab. Rahman  
Dean  
Kulliyyah of Medicine

Cc: Daya Bersih Sdn Bhd  
IIUM Holdings