**Service Level Agreement – Performance Indicators**

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| **Key Result Area** | **Key Performance Indicator** | **Performance and time measure** | **Target** | **Responsibility** |
| **Supply Management** | Delivery time | Deliver chairs as agreed *(every Thursday at time organised)* | 95% to occur within specified time frame | Supplier |
| Delivery accuracy | Items and quantity ordered to be matched against actual delivery | 99% to match | Supplier |
| **Stock** | Hold components of min of (*42*) chairs for sole use of MBL | 42 chairs to be available for delivery within 1 week. (*this to apply all year including holiday periods if required)* | 98% of all orders to be delivered within 1 week.  | Supplier |
| **Inquiries** | Time taken to answer query | Time between initial inquiry and receipt of answer. | *95% of all calls to be answered within 3 hours.* | Supplier |
| **Invoicing** | Invoicing Accuracy | Correct and complete invoice delivered within timeframe | 100% accuracy every month | Supplier |
| **Cost Process Improvement** | Continuous Improvement | Annual review of costs | To be assessed with volumes and market forces | Purchaser |
| **Performance Reviews** | 4 reviews per annum | Assess performance in key results area | Meet targets as agreed | Purchaser |
| **Monthly Reporting** | Provision of business monthly report | Assess performance in line with this. | Meet KRA criteria and conditions | Supplier |