

**EXAMPLE - SERVICE LEVEL AGREEMENT FOR S.E. REGION CONTRACT
(S.E. REGION/HUNTER APPAREL SOLUTIONS)**

Service	Provision	Service Standard Target	Responsibility	How we will monitor
COMMUNICATION				
Customer Enquiries	Calls to main switchboard between the hours of operation, 08.00 to 18.00 Monday to Thursday, 08.00 to 12.00 Friday (except bank holidays), will be passed to the relevant person. Out of hours contact = Senior Contracts Manager via email.	If unable to be resolved immediately, 100% of enquiries will receive a call back within 4 hours.	Switchboard	Contract review meetings.
Customer Complaints	Any complaints that cannot be resolved immediately are to be logged and escalated until resolution.	All complaints to be resolved and the complainant notified within 24 hours.	Senior Contracts Manager	Complaints to be logged in relation to the nature of the complaint, the resolution and the timescale – to be reviewed internally and formally at contract review meetings.
ORDERING / INVOICING				
Ordering	Fax, email, post or on-line website ordering.	100% of orders received will be input by close of business the following working day.	Senior Contracts Manager	Contract review meetings.
Invoicing	Invoice details will agree with the delivery. The invoice will include the purchase order number and any other information required by the customer - Incorrect invoices will be returned for amendment prior to processing for payment.	100% of invoices will be correct.	Accounts	Incorrect invoices will be logged and reported.

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STOCK MANAGEMENT				
Stock Management	Weekly stock reviews & monthly variance analysis on-going throughout the contract period.	Revisions made as necessary to maintain stock levels agreed with the customer. Any urgent demand requirements will be addressed & actioned with the Senior Contracts Manager.	Senior Contracts Manager	Range of on-going reports & forecast analysis to be reviewed at contract review meetings.
Minimum stock levels	Sufficient stock to be maintained to cover demand from participating Authorities within the agreed delivery schedule.	100% compliance.	Senior Contracts Manager	To be reviewed on a 6 monthly basis or if a new Fire and Rescue Service joins the Contract. Any occurrences of 'stock-out' to be logged and reported.
PACKAGING & DELIVERY				
Packaging	Garments must be correctly packaged and clearly labelled with the delivery note visible on the outside of every package.	100% of garments will be correctly packaged.	Warehouse Supervisor	Receiving Authority to inform Hunters of incorrectly packaged garments – Hunters to log and review.
Delivery Note	Each delivery note must show the details of the contents and quote the purchase order reference.	100% of delivery notes will be correct.	Warehouse Supervisor	Incorrect delivery notes may result in rejection of the goods – details to be logged and reported.
Delivery Lead time	Stock lines to be delivered via DHL.	100% of stocked lines despatched to agreed delivery location within agreed delivery schedule from order receipt.	Senior Contracts Manager / Courier	Monitor courier for non-conformance or late deliveries – details to be logged and reported.

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RETURNS				
Returns	A Hunter Apparel Solutions Ltd.'s Returns form to be completed and returned with the garments. Liability for cost of return established on receipt.	Returns and liability to be investigated and reported to the Authority within month end management information reports.	Senior Contracts Manager	Monitor and review % of Returns – to be logged and reported.
QUALITY				
Quality Control	All finished goods received by HAS are examined by the Quality Control Department.	100% of garments despatched will comply with the Authority's requirements as set out within the specification and agreed upon with the final 'green sealed' garment.	Technical Manager / Quality Control Department	No garments are released from the warehouse until the Quality Control Department approve the garments and issue their report. Non-conforming products will be quarantined & logged
Defective Garments	Defective garments to be discussed with Senior Contracts Manager and returned for checking.	A plan of resolution to be agreed with the Authority within 24 hours. 100% of all defective garments (subject to normal wear and tear) will be accepted as a return and credited.	Technical Manager / Quality Control Department	Defective garments returned to be logged and reported.
SPECIAL MEASURES				
Special Measure Garments	A Hunter Apparel Solutions Ltd.'s Special Measure Form to be completed by the requesting Authority - any anomalies to be queried by Hunters.	100% compliance with submitted size details.	Technical	Monitor and report on number of special measure garments.

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REVIEWS				
Reporting	Regular Management Information reports to meet the customer's requirements.	Produced to an agreed format for all Authorities.	Senior Contracts Manager	Evaluation by individual Fire and Rescue Authority and Senior Contracts Manager
Review Meetings	Account Management Meetings / Project Review meetings ongoing throughout the contract period. Additional meetings held on demand if required.	100% satisfaction with service.	Senior Contracts Manager	Monitored against contractual requirements and SLA.