

Appendix 1 - Key Performance Indicators

No.	Service Level Performance Criterion	Key Indicator	Service Level Performance Measure	Service Level Threshold
Information to be reported monthly				
Buyer Support				
1	Response to Service Request	Response within 30 minutes to emailed /portal Service Request during working hours	at least 98% at all times	80%
2	Initial response to query regarding existing Service Request	Response within 30 minutes to query submitted by email/portal during working hours	at least 98% at all times	80%
3	Initial response to query regarding Service Request	Response within ten rings to telephone call during working hours by a person.	at least 98% at all times	80%
4	Queries relating to products, pricing and delivery	Queries relating to products, pricing and delivery to be resolved within 24 hours.	at least 98% at all times	80%
5	Buyer Complaints Acknowledged	All Buyer complaints to be acknowledged within 24 hours of receipt.	at least 98% at all times	80%
6	Buyer Complaints Resolved	All Buyer complaints to be resolved within five working days of notification. (Lack of resolution of the complaint in time to be recorded on the sixth working day and included in the monthly report when that sixth day falls.)	at least 98% at all times	80%

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7	Key Personnel Changes	CDS to provide a minimum of seven days' notice of a change in key personnel.	100%	100%
Contract Management				
8	Contract Management and Review meetings	Attendance at a monthly meeting	100%	100%
Stock Availability and Product Quality				
9	Stock Holding	Where stock (e.g. printed envelopes, insertions, etc.) is held on behalf of the Buyer, the relevant Buyer's Client is to be contacted within one hour upon receipt of the Service Request by the CDS in the event of a no stock situation and advised of a delivery date or alternative solution that is acceptable to the Buyer.	100%	90%
10	Quality Failure	Number of times when the product supplied does not meet the quality required and is rejected by the Buyer.	0%	12%
11	Quality Failure Replacement	Failure to provide replacement of corrected product in accordance with Schedule 20 paragraph 2.5 within 24 hours	0%	12%

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Delivery on Time				
12	Product	Failure to provide the product by the initial time and date agreed with the Buyer (Buyer's Client), to be recorded.	2%	12%
13	Product	After the initial failure, a further failure or ongoing failure to provide the product by the revised time and date agreed with the Buyer (Buyer's Client), to be recorded	0%	5%
Price Stability				
13	Price Maintenance	Minimum of 30 calendar days' notification of price changes.	100%	95%
Information Reported Quarterly				
Invoicing and Payment				
14	Accurate and timely invoicing	The Buyer's Contract Manager to receive from the CDS an accurate monthly consolidated application for payment (AFP) and invoice by no later than the last working day of the month.	100%	80%

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Management Information				
15	Monthly management information reports	Monthly management information reports must be in line with the agreed format and emailed to the Buyer's Contract Manager by the fifth calendar day of each month. If the fifth day falls on a weekend then the Monday after the weekend will suffice for compliance.	100%	80%