

## KEY PERFORMANCE INDICATORS

The following elements are monitored by UNHCR for supplier performance evaluation:

<b>1. <u>PRODUCT</u></b>
Provides products of consistent quality in accordance to AQL
Takes necessary corrective action when requested
Provides laboratory report regularly
<b>2. <u>LOGISTICS SERVICES</u></b>
Deliveries on time
Anticipates needs of UNHCR
Packaging and palletization adequate for transport and storage
Delivers as per Purchase Order instructions
Manages white stock as per agreement
<b>3. <u>COMMUNICATION</u></b>
Readily answers Secondary Solicitation Requests
Prompt and accurate with documentation provided
Readily answers UNHCR queries through forms
Invoices correctly as per Purchase Order
Issues credit notes on punctual bases, when required
Communicates with third-party stakeholders promptly
<b>4. <u>ENVIRONMENT</u></b>
Optimized loadability
Environment friendly packaging

UNHCR's Performance management tools:

- Regularly scheduled review meetings
- Inspection Reports
- Requestor feedback
- Data collection and analysis
- Vendor Review Committee

Key Performance Indicators may be modified and/or added during the contract period.