

Key Performance Indicators

1.1 Definitions

The following terms will have the meanings indicated for purposes of this **Annex** and the provision of the Services under the Agreement.

- “After Hours” is defined as hours other than Business Hours.
- “Business Hours” is defined as the hours of 08:00 to 16:00 CET Monday to Friday.
- “Critical Request” is defined as an urgent, emergency-related service request for either goods manufacturing or response to incident.
- “Response Time” shall mean the amount of time from when UNHCR requests emergency support until the Service Provider initiates the required action.

1.2 Key Performance Indicators

- Product
- Logistical
- Communication
- Returns

No	Key Performance Indicators	Target
1	Quality: - Percentage of wristband in accordance with the technical specifications within a year (Number of items accepted within 1 years/Number of units delivered within 1 year) * 100 % - Supplier takes the necessary corrective actions when requested.	99% 100%
2	Delivery in Full: - Deliveries in full in accordance with Purchase Order	100%
3	Delivery Time: - The material is delivered within 12 weeks (working days) to Denmark, when applicable. - The material is delivered within 16 weeks or the agreed time lead in accordance with Purchase Order to specific locations.	12 weeks 100%
4	Packing and Labelling - The material is delivered in accordance with packaging, palletization, and labelling requirements.	100%
5	Customer Service: - No complains have been issued during a year. - Timely response for emergency request within 48 hours	0 compliant 48 hrs 72 hrs

