

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: <ul style="list-style-type: none"> - 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: <ul style="list-style-type: none"> - Deliveries in full in accordance with Purchase Order 	100%
3	Delivery Time: <ul style="list-style-type: none"> - 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 <ul style="list-style-type: none"> - The material is delivered in accordance with packaging, palletization, and labelling requirements. 	100%
5	Customer Service: <ul style="list-style-type: none"> - No complains have been issued during a year. - Timely response for emergency request within 48 hours 	0 compliant 48 hrs 72 hrs

	<ul style="list-style-type: none"> - Prompt and accurate with documentation provided. - Invoices correctly as per Purchase Order. - Issues credit notes on punctual basis, when required. 	100% 100%
6	Returns: <ul style="list-style-type: none"> - Percentage of rejected items within a year (Number of rejected items within 1 years/Number of units delivered within 1 year) * 100 % • Suppliers provides a technical report for every incident in a timely manner based on the pictures of faulty wristbands and/or physical samples, identifying reason (s) behind fault and corrective measures / control mechanism put in place to mitigate the re-occurrence in the future. • Updates the Quality Control Mechanisms as/when required. 	1% 100% 100%

1.3 UNHCR's Performance Management Tools

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