

Supply and Delivery of consumables  
SERVICE LEVEL AGREEMENT

LEGEND: 1 = POOR  
2 = AVERAGE (improvement needed)  
3 = GOOD  
4 = EXCELLENT

ANNEXURE B

No.			PARTY		WHEN	FREQUENCY	KPI	MEASUREMENT	SENT TO	SCORE			
			SUPPLIER	TPT						SCORE			
1	Planning	a) Purchase order to be place in time		X	3 days before delivery	As and when required	Timeous order placement	3 days before delivery	TESP	4			
		b) Provide confirmation to TPT that the estimated quantities of items can and will be delivered	X		2 days before the delivery	As and when required	Timeous and accurate confirmation of required quantities of items to be delivered	100% adherence to order schedule	TPT Planning Department	4			
		c) Clear and accurate specification and quantitiesof PO		X	When placing order	As and when required	Accurate and clear specification provided	0% of wrong specification and incorrect quantities	TESP	4			
		d)Supplier to keep stock	X		Always	Always	No delays	100% stock availability	TPT	4			
2	Delivery of items	a) Deliver according to PO	X		At time of delivery	As and when required	Items in good condition and correct quantities	100% on time delivery	TPT	4			
		b) Provide TPT's delivery note (which must clearly display company name, quantity and clear descriptions)	X		At time of delivery	At time of delivery	Accurate data on delivery note	100% availability on request	TPT	4			
		c) After hour Support	X		When required	At time of emergency	SP is able to render service after hours	0% of non-compliance	TPT	4			
		d) Deliver items of good quality	X		At time of delivery	As and when required	No defects accepted	0% of returns/defects	TPT	4			
		e) Signing of Delivery note		X	Immediately when goods are delivered	As and when required	GR will physically check all receipts against PO/Delivery note	100% complaine	TESP	4			
3	Invoicing and Payments	Issue Purchase order numbers		X	Monthly	Monthly	Communicate purchase order numbers	All purchase order numbers are communicated timeously	TESP	4			
		a) Invoice TPT and submit with supporting documentation for all activities undertaken to execute agreed services	X		Weekly	Monthly	Submit accurate invoice(s) with clear item details, and supporting documentation. Provide a monthly statement to reflect all payments made and outstanding.	100% on time submission of invoices with accurate and reconciled supporting documents. Monthly statement to support invoices.	Relevant Finance Department	4			
		b) Receive and check documentation, arrange electronic payment, and TPT Finance to advise SP via remittance advice of payment details.		X	Documents submitted during the month will be paid, 30 days from date of statement	Monthly	Authorisation of invoices for payment within 30 days.	Monthly statement to confirm payment of invoices.	TESP	4			
4	Admin	a) Ensure all drivers have completed induction training and Safety Awareness Training	X		All new employees must be conducted prior to working on TPT's premises	As and when required	Submit accurate records of all employees inducted prior to any work done on all premises of TPT	100% records available on request by TPT	TPT	4			
		b) Ensure that all items are accompanied with MSDS	X		At time of delivery	As and when required	Submit with delivery	100% records available on request by TPT	TPT	4			
		c) Price Adjustment as per Contract	X		When increased in Market	As and when required	Audit letter confirming increase in market	100% records available on request by TPT	TPT	4			
5	Adhoc services	a) Advise TPT about new product in the market that are costs effective.	X		Always	Always	No defects accepted	0% of returns/defects	TPT	4			