



## Quality, Environment & Safety Management System

(In conformance with ISO 9001:2015, ISO 14001:2015, ISO 45001:2018, ISO 50001:2018, ISO 55001:2014 and VSGS)

Format No:-FRMT/MR/20  
VL/IMS/PP/MECH/ SLA/001  
Revision Date :- 30.03.23

### SERVICE LEVEL AGREEMENT & INTERNAL CUSTOMER FEEDBACK

Month:

Mar'23

SERVICE PROVIDER DEPARTMENT:

PP

INTERNAL CUSTOMER DEPARTMENT:

E&I

#### AGREED SERVICE LEVELS

Max. Mark

Feedback

Remarks

1 Retrieval time for man, material resources arrangement from mech workshop

10

5

Score 10 if resources received within 30 minutes; Score 5 if done within 60 minutes, else 0

2 Quality of Maintenance team and job execution as per time line.

5

5

Score 5 if 100% Completed; Score 5 if done delay in 2 hrs, else 0

3 Ensuring PPE's on given job

10

10

Score 10 if 100% Complied; else 0

4 Job execution with proper work permit and other isolation permit

5

5

Score 5 if 100% Complied, else 0

5 Job execution as per Vedanta safety standards

10

10

Score 10 if 100% Complied; else 0

6 Down time/production loss due to non availability of resources

5

5

Score 5 if 100% Complied; else 0

7 Team unsafe act and unsafe behaviour

5

5

score 5 if done 0 nos, else 0

Total Score

50

45

Percentage

%

90

HOD Service Dept: Deepak Kudalkar

Service Dept: Mech

Date:- March-23

HOD Customer Dept: P Vengatesan

Customer Dept: PP - Mechanical

Date:-March-23

Note – When Service falls below the threshold identified, service provider will work to resolve the problem and report progress to the customer. In case services do not improve a joint meeting between members will convene. This meeting will be used to discuss and resolve issues that have resulted in diminished level of services to customers. A comprehensive report that documents the result and resolution of the problem shall be published and shall be circulated to the management.