

Service Level Agreement								
Dept: 35TPHCCR Internal Customer		Key Area	Quality Characteristics (KPI's)		Baseline	Target	Scoring Mechanism	Weightage
CCR	Zero Damage to Finished Products & Goods	No Damage to the material & Property	0%	0%	10: <1% 7: >1% & <1.5% 5: >1.5% & < 2% 3: 2-2.5% 0: >2.5%	50%		
	Timely Loading to FG Material	TAT from reporting to out	4hrs	2hrs	10: < 3 hrs 7: >3hrs & <3.5hrs 5: >3.5hrs & <4hrs 3: 4 -4.5 hrs 0: >5 hrs	50%		
	Customer specific production through QC	Regular	80%	100%	10 For score between 91 to 100 5 For Score between 80 to 90 Else 0	40%		
LOGISTICS	Pallet quality to be ensured while packing	Regular	80%	100%	10 For score between 91 to 100 5 For Score between 80 to 90 Else 0	30%		
	Transportworthy Packing of CC Rod	Regular	80%	100%	10 For score between 91 to 100 5 For Score between 80 to 90 Else 0	30%		
	IMS Coordinator: <i>P. Prasad Kumar</i>		Approved by CCR HOD <i>P. Sankar</i>		Approved by Logistics HOD <i>P. Prasad Kumar</i>			

Dept: 35TPHCCR Internal Customer		Service Level Agreement				Weightage
Key Area		Quality Characteristics (KPI's)	Baseline	Target	Scoring Mechanism	
CCR	Equipment availability	Availability of critical equipments	98%	99%	10- For score between 98.5 to 99 5- For Score between 98 to 98.5 0- Else	20%
	Equipment reliability	Reliability of critical equipments	75%	85%	10- For score between 81 to 85 5- For Score between 75 to 80 0- Else	20%
	Power availability	Availability of Grid Supply	98%	100%	10- For score between 98.5 to 99 5- For Score between 98 to 98.5 0- Else	5%
	Carrying out Root cause failure analysis for repeated breakdowns and sharing the same with concerned production employees	RCFA guidelines	90%	100%	10- For score between 96 to 100 5- For Score between 90 to 95 0- Else	10%
	Field Instrument Calibration Compliance	Calibration Schedule	95%	100%	10- For score between 98 to 100 5- For Score between 95 to 98 0- Else	10%
	Standby power supply system availability	Availability of critical equipments	98%	99%	10- For score between 98.5 to 99 5- For Score between 98 to 98.5 0- Else	10%
	Timely provision of E&I resources to avoid any production loss	Planned time	90%	100%	10- For score between 96 to 100 5- For Score between 90 to 95 0- Else	15%
	Compliances of electrical appliances i.e. light , AC , fans etc use for plant upkeep	Availability of electrical appliances	90%	100%	10- For score between 96 to 100 5- For Score between 90 to 95 0- Else	10%
	Providing equipment availability for PM & planned jobs as per schedule	declaration as per production plan	75%	100%	10 100% Availability 5 75% Availability Else 0	50%
	Work permits to be issued on time for planned jobs	As per planned jobs circulated by Engg team	70%	100%	10 For Timely issue Else prorata basis	50%
ELECTRICAL						
IMS Coordinator: <i>P. Rueda Linares</i>		Approved by CCR HOD <i>P. Rueda Linares</i>		Approved by Electrical HOD <i>Rajesh</i>		