

Dept: 35T/PHCCR Internal Customer		Service Level Agreement				Weightage
Key Area		Quality Characteristics (KPI's)	Baseline	Target	Scoring Mechanism	
CCR	Weight of the bundles 2.4 -2.6 MT	Regular	95%	100%	Score 10 for 95 -100% Score 5 for 90-95% Else 0	25%
	Bundles Should be Free from nodules	Regular	100%	100%	Score 10 for 95 -100% Score 5 for 90-95% Else 0	25%
	Bundles Should be Free from other Foreign Materials	Regular	100%	100%	Score 10 for 95 -100% Score 5 for 90-95% Else 0	25%
	Packing to be firm for stacking & easy charging	Regular	100%	100%	Score 10 for 95 -100% Score 5 for 90-95% Else 0	25%
Tankhouse	Feedback to be given on physical property of cathode on daily basis.	Declaration as per the improvement in cathode quality.	50%	100%	Score 10- For score between 95%-90% Score 5- For score between 90%-85% score 0- For score < 85%	50%
	Feedback to be given on chemical property of cathode on daily basis.	Declaration as per the improvement in cathode quality.	50%	100%	Score 10- For score between 95%-90% Score 5- For score between 90%-85% score 0- For score < 85%	50%
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