

Dept: 351PHCCR Internal Customer		Service Level Agreement				May 24		Sign		
Key Area		Quality Characteristics (KPI's)	Baseline	Target	Scoring Mechanism	Weightage	Score	Total Score	(FY'2024-25)	
CCR	Equipment availability	Availability of critical Equipments	94%	95%	10 For availability 95% and above 5 For availability between 94-95% Else 0 if below 94% (except NA of Cathode & Planned Shutdown)	25%	10	10	10	V. Suresh
	Equipment reliability	Reliability of critical equipments	97%	98%	10 For reliability between 98% and above 5 For reliability between 97 to 98 % Else 0 if below 97%	25%	10			
	Utility parameters as per process requirement	Process operation quality (pH)	8-10 pH	8-10 pH	10 For PH between 8 to 10 0 if out of range	12%	10			
	Utility parameters as per process requirement	Process operation quality(Conductivity)	<2500µ/cm	<2000 µ/cm	10 For conductivity b/w 0 to 2000 µ/cm 5 For conductivity b/w 2000 µ/cm to 2500 µ/cm Else 0	13%	10			
	BOP equipment availability for plant process	Availability of plant	100%	100%	10 For Availability of plant between 99 to 100% 5 For Availability of plant between 98% to 99 % Else 0	25%	10			
MECHANICAL	Providing equipment availability for PM and planned jobs	Declaration as per production plan	90%	100%	10 - If 100% Availability against plan 5 - If 90% to 98% Availability against plan Else 0	50%	10	10	10	Raj' 19191
	Intimation for utility requirement	Declaration as per production plan	90%	100%	10- For Timely Intimation Else 0	25%	10			
	Work permits to be issued on time for planned jobs	As per planned jobs circulated by Engg team	100%	100%	10- For Timely issue Else 0	25%	10			
IMS Coordinator: Y. Hual Krishna		Approved by CCR HOD V. Suresh		Approved by Mechanical HOD Raj' 19191						



Quality, Environment, Safety & Sustainability Management System in conformance with ISO 9001(2015), ISO 14001 (2015), ISO 45001 (2018) & Vedanta Sustainability Framework

sterilite copper

Doc :- SCSS/MS/SLA/ 9.1.2 /01

Rev No :- 04 , Ver : 05

Date:- 05.07.2022

Service Level Agreement							May-24		Sign	
Dept: 351P/CCR Internal Customer		Key Area	Quality Characteristics (KPI's)	Baseline	Target	Scoring Mechanism	Weightage	Score	Total Score	(FY 2024-25)
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: >2.5% 0: >2.5%	50%	10	10	N. Gopal	
	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%	10			
	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%	10			
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%	10	10	MPJ wgl	
	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%	10			
	IMS Coordinator: P. Pradeep Kumar		Approved by CCR HOD N. Gopal		Approved by Logistics HOD MPJ wgl					

Dept 351PHCCR Internal Customer		Service Level Agreement				May/24		Sign (PV 2024-25)
Key Area		Quality Characteristics (KPI's)	Baseline	Target	Scoring Mechanism	Weightage	Score	Total Score
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%	10	10
	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%	10	
	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%	10	
	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%	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%	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%	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%	10	
	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%	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%	10	
	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 perata basis	50%	10	
ELECTRICAL								
IMS Coordinator:		Approved by CCR HOD		Approved by Electrical HOD				

Dept: 35THCCR Internal Customer		Key Area		Service Level Agreement			Apr-24		Sign (FY 2024-25)
		Quality Characteristics (KPI's)		Baseline	Target	Scoring Mechanism	Weightage	Score	Total Score
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%	10	10	
	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%	10		
	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%	10		
	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%	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%	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%	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%	10		
	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%	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%	10		
	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%	10		
ELECTRICAL									
IMS Coordinator:		Approved by CCR HOD		Approved by Electrical HOD					
V. Sankar		V. Sankar		Raj		Raj		Raj	

Service Level Agreement												
Dept: 357PH/CCR Internal Customer		Key Area	Quality Characteristics (KPI's)		Baseline	Target	Scoring Mechanism		Weightage	Apr-24 Score Total Score		Sign (FY-2024-25)
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: >2.5% 0: >2.5%		50%	10	10	N. Sankar
	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%	10	10	
	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%	10	10	
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%	10	10	M. J. V. V. V.
	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%	10	10	
IMS Coordinator: Y. H. Kulkarni		Approved by CCR HOD V. Sankar				Approved by Logistics HOD M. J. V. V. V.						



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Date: 05.07.2022

Dept: 35 PH/CCR Internal Customer		Key Area		Quality Characteristics (KPIs)			Service Level Agreement		May 24		Sign						
				Baseline		Target		Scoring Mechanism		Weightage		Score		Total Score		(FY2024-25)	
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%		10		10		N. Sankar	
	Bundles Should be Free from nodules	Regular		100%		100%		Score 10 for 95 -100% Score 5 for 90-95% Else 0		25%		10					
	Bundles Should be Free from other Foreign Materials	Regular		100%		100%		Score 10 for 95 -100% Score 5 for 90-95% Else 0		25%		10					
	Packing to be firm for stacking & easy charging	Regular		100%		100%		Score 10 for 95 -100% Score 5 for 90-95% Else 0		25%		10					
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%		10		10		A. Prabhu	
	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%		10					
IMS Coordinator: V. Prasad Krishna		Approved by CCR HOD N. Sankar		Approved by Tankhouse HOD A. Prabhu													

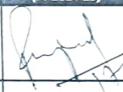
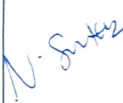

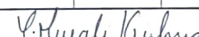



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Date - 06.07.2022

Service Level Agreement

Dept: 3STPHCCR Internal Customer	Key Area	Quality Characteristics (KPI's)	Baseline	Target	Scoring Mechanism	Weightage	Score	Total Score	Sign (FY-2024-25)
ELECTRICAL	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%	10	10	
	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%	10		
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%	10	10	
	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%	10		
	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%	10		
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	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%	10		
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	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%	10		
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Prepared By : 		IMS coordinator : 			Approved by HOD : 				



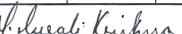



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Service Level Agreement

Dept: 351PHCCR Internal Customer	Key Area	Quality Characteristics (KPI's)	Baseline	Target	Scoring Mechanism	Weightage	May-24		Sign (FY 2024-25)
ELECTRICAL	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%	10	75	
	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%	5		
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%	5	9	<div>Stretch wrapping Bleed Maintenance</div> <div>N. Suresh</div>
	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%	10		
	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%	10		
	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%	10		
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Prepared By : 		IMS coordinator : 			Approved by HOD : 				

*Time taken to give permit in system

Stretch supply
Breakdown
Maintenance
is on