

## KEY PERFORMANCE INDICATORS

The following elements are monitored by UNHCR for supplier performance evaluation:

<b>1. <u>PRODUCT</u></b>
Provides products of consistent quality – expected 90% of POs without non-conformity during Pre-Delivery Inspection.
Takes necessary corrective action when requested – Number of days, corrective action takes to be implemented. Minor, major and critical non-conformities should have different days set (input from QAU needed). Target is 90%.
Provides laboratory report regularly when requested.
<b>2. <u>LOGISTICS SERVICES</u></b>
Deliveries on time. Measurement is number of shipment days delayed. Target is 90% considered average number of days delayed is 10 days.
Packaging and palletization adequate for transport and storage Measurement will be based on complaint received / inspection by operation upon delivery considering % of goods and % of POs with damaged packaging.
Delivers as per Purchase Order instructions.
Manages white stock as per agreement. To be measured by readiness of white stock. 100% is within earliest booking.
<b>3. <u>COMMUNICATION</u></b>
Readily answers Secondary Solicitation Requests as per deadline set.
Prompt and accurate with documentation provided in OTM.
Invoices correctly as per Purchase Order, measured by % of invoices to be corrected. Target 95%.
Issues credit notes on punctual bases, when required.
Communicates with third-party stakeholders promptly.
<b>4. <u>ENVIRONMENT</u></b>
Optimized loadability comparing to best available loadability.
Environment friendly packaging.

UNHCR's Performance management tools:

- Regularly scheduled review meetings
- Inspection Reports
- Requestor feedback
- Data collection and analysis
- Vendor Review Committee

Key Performance Indicators may be modified and/or added during the contract period.