

KEY PERFORMANCE INDICATORS

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

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| 1. <u>PRODUCT</u> |
| 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 |
| 2. <u>LOGISTICS SERVICES</u> |
| 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. |
| 3. <u>COMMUNICATION</u> |
| 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 |
| 4. <u>ENVIRONMENT</u> |
| 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.