1. Rejections

Performance measure: Deliveries shall conform to packaging, labelling, specification and consignment terms and conditions and failure to conform will incur Non Conformance Notifications (NCN) in accordance with SCHEDULE C – Statement of Requirement (StOR).

How measured: Number of NCNs reported as a percentage of total deliveries within the performance measurement period.

Performance target:

Target – 98% compliant deliveries from start of Agreement.

2. Defects

Performance measure: The Supplier shall repair or replace any Items that do not meet the specification and/or quality required. The repaired/replacement Items must be supplied within a reasonable period agreed by Leidos.

The Technical Manager shall complete a DC Form 182 (Defect Investigation Report) with the nature of the fault and send both the form and the Item to the Supplier for investigation.

How measured: The Supplier shall complete Form 182 with the intended mitigation action and anticipated rectification or replacement date (whichever is appropriate) within 7 working days of the date of delivery acceptance of the original form. The repaired/replaced Item shall be returned to the Technical Manager.

Performance target:

100% of the DC Form 182s should be returned within 7 working days.

100% of the repaired/replaced Item shall be returned within the period agreed by Leidos and the commodity supplier.

If the return of reports and/or items consistently fail to above timescales Leidos will deem that the Supplier is unable to comply with the agreement and may invoke Schedule A – Clause 25 – Termination.

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