

Annex B to M-SET Performance Measurement, Monitoring and Reporting

1.0 Performance Measurement Overview

1.1 The Contract shall be subject to the performance measures detailed within this document against the performance requirements defined within Annex A (Statement of Requirements).

1.2 The KPI, PIs and weighting percentages are summarised below:

| | | | |
|------------------------|---|-----|------------------------|
| Availability 1 (AV1) | Total percentage of demands placed meeting Required Delivery Date (RDD) | KPI | (Information Redacted) |
| Availability 2 (AV2) | Average Customer Wait Time Monthly Variance | KPI | (Information Redacted) |
| (Information Redacted) | [Information Redacted] | KPI | (Information Redacted) |
| (Information Redacted) | (Information Redacted) | PI | (Information Redacted) |
| Stock Control 1 (SC1) | Maximising serviceable stock & Accounting for Authority Assets within Supply Chain using Runners and Repeaters. | KPI | (Information Redacted) |
| (Information Redacted) | (Information Redacted) | PI | (Information Redacted) |
| (Information Redacted) | (Information Redacted) | KPI | (Information Redacted) |
| (Information Redacted) | [Information Redacted] | KPI | (Information Redacted) |
| (Information Redacted) | (Information Redacted) | KPI | (Information Redacted) |
| (Information Redacted) | (Information Redacted) | PI | (Information Redacted) |
| (Information Redacted) | (Information Redacted) | KPI | (Information Redacted) |
| (Information Redacted) | (Information Redacted) | KPI | (Information Redacted) |
| (Information Redacted) | (Information Redacted) | PI | (Information Redacted) |
| (Information Redacted) | (Information Redacted) | PI | (Information Redacted) |
| (Information Redacted) | (Information Redacted) | PI | (Information Redacted) |

2.0 Performance Indicators & Measurement Criteria

2.1 Availability 1 (AV1) - Total number of spares demands not satisfied on or prior to the applicable Required Delivery Date (RDD) (KPI)

2.1.1 Description

[Information Redacted]

2.1.2 Performance Criteria

Annex B to M-SET SOR – Performance Measurement, Monitoring and Reporting

[Information Redacted]

2.2 Availability 2 (AV2) – Customer Wait time (CWT) (KPI)

2.2.1 Description

2.2.2 Performance Criteria

[Information Redacted]

2.3 Time to Repair 1 (FIX1) - Resolve OpDefs with priority A1, A2, B1 or B2 (KPI)

2.3.1 Description

2.3.2 Performance Criteria

[Information Redacted]

2.4.1 Description

2.4.2 Performance Criteria

[Information Redacted]

2.5 Stock Control 1 (SC1) – Minimising & Accounting for Authority Assets within Supply Chain (KPI)

2.5.1 Description

2.5.2 Performance Criteria

[Information Redacted]

2.5a Stock Control 2 (SC2) – Minimising & Accounting for Authority Assets within Supply Chain (PI)

2.5.1a Description

2.5.2a Performance Criteria

Annex B to M-SET SOR – Performance Measurement, Monitoring and Reporting

[Information Redacted]

2.6 Reliability 1 (REL1) – Mean Days Between Failure (MDBF) - (KPI)

2.6.1 Description

2.6.2 Performance Criteria

[Information Redacted]

2.7 Sea Acceptance Test (SAT1)

2.7.1 Description

2.7.2 Performance Criteria

[Information Redacted]

Annex B to M-SET SOR – Performance Measurement, Monitoring and Reporting

2.8 Documentation 1 (DOC1) - Deliverable Documentation (KPI)

2.8.1 Description

2.8.2 Performance Criteria

2.8.3 The nominated Deliverable Documentation specified at Annex E and which are applicable to this KPI.

[Information Redacted]

2.9 Documentation 2 (DOC2) - Deliverable Documentation (PI)

2.9.1 Description

2.9.2 The nominated Deliverable Documentation specified at Annex E and which are applicable to this PI

[Information Redacted]

2.10 Obsolescence 1 (OB1) Ensuring correct Obsolescence resolution by reducing the percentage of valid demands not met by due to Obsolescence (KPI)

2.10.1 Description

2.10.2 Performance Criteria

[Information Redacted]

2.11 Social Value (SV1)

2.11.1 Description

2.11.2 Performance Criteria

[Information Redacted]

2.12 Governance of Assets (GFE 1) (PI)

2.12.1 Description

Annex B to M-SET SOR – Performance Measurement, Monitoring and Reporting

2.12.2 Performance Criteria

[Information Redacted]

2.13 Turn around time (TRT1) (PI)

2.13.1 Description

2.13.2 Performance Criteria

[Information Redacted]

2.14

2.14.1

2.14.2 Performance Criteria

[Information Redacted]