

## Service Level Agreement – agreement on service level for technical items

### Scope

This guide is used to support the development of service level agreements between departments within a plant or between plant and supplier.

The guide also includes a template for measuring the level of satisfaction between parties.

An SLA is intended to clarify the anticipated undertaking and the required degree of fulfilment in order to maintain the agreed level of availability between parties. For example, with a summary of all their SLA's, operations and maintenance managers can see and budget for what is required in terms of capital and time, whether dedicated staff are required and what skills may be needed.

Existing agreements should be reviewed as soon as any changes occur, for example following new annual planning, budget work or changes in the rate of production.

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