

Performance Evaluation of Vendor Services

Date: [Insert Date]

To: [Vendor Name]

From: [Your Company Name]

Subject: Service Level Agreement Performance Evaluation

Dear [Vendor Contact Name],

We are conducting a performance evaluation based on the terms outlined in our Service Level Agreement (SLA) dated [Insert SLA Date]. This evaluation aims to assess your performance and adherence to the agreed-upon service levels over the past [Insert Evaluation Period].

Performance Metrics

- Service Availability: [Insert Metric] - Target: [Insert Target]
- Response Time: [Insert Metric] - Target: [Insert Target]
- Resolution Time: [Insert Metric] - Target: [Insert Target]
- Customer Satisfaction Score: [Insert Metric] - Target: [Insert Target]

Summary of Findings

[Insert a summary of the performance evaluation, highlighting areas of strength and opportunities for improvement.]

Recommendations

[Insert any recommendations for performance enhancement or required changes.]

We appreciate your cooperation and look forward to discussing these findings in our upcoming meeting scheduled for [Insert Meeting Date].

Best regards,

[Your Name]

[Your Position]

[Your Company Name]

[Your Contact Information]