

Service Level Agreement Proposal

Date: [Insert Date]

[Recipient Name]
[Recipient Position]
[Company Name]
[Company Address]

Dear [Recipient Name],

We are pleased to submit our proposal for a Service Level Agreement (SLA) regarding the logistics services we offer. Our objective is to provide you with a seamless and efficient logistics solution that meets your specific requirements.

Proposal Overview

This proposal outlines our service offerings, performance metrics, responsibilities, and expectations to ensure a consistent level of service.

Scope of Services

We will provide the following logistics services:

- Transportation Management
- Warehousing Solutions
- Inventory Management
- Order Fulfillment

Performance Metrics

Key performance indicators (KPIs) will be established to measure our service delivery, including:

- On-time delivery rates
- Order accuracy
- Response times for customer inquiries

Responsibilities

Both parties will agree upon responsibilities to ensure accountability and success:

- [Your Company] will provide the logistics services as outlined.

- [Recipient Company] will supply necessary information and documentation.

Conclusion

We look forward to the opportunity to work together and establish a long-term partnership. Please feel free to contact us with any questions or clarifications.

Sincerely,
[Your Name]
[Your Position]
[Your Company Name]
[Your Contact Information]