

# Supplier Service Level Agreement

**Effective Date:** [Insert Date]

**Supplier Name:** [Insert Supplier Name]

**Supplier Address:** [Insert Supplier Address]

**Client Name:** [Insert Client Name]

**Client Address:** [Insert Client Address]

## 1. Purpose

This Supplier Service Level Agreement (SLA) outlines the expectations for product supply performance between [Supplier Name] and [Client Name].

## 2. Scope of Services

The Supplier agrees to provide products including but not limited to:

- [Product 1]
- [Product 2]
- [Product 3]

## 3. Service Level Objectives

The Supplier commits to the following service levels:

- Delivery Time: [Specify time frame]
- Quality Standards: [Specify quality criteria]
- Response Time for Queries: [Specify response time]

## 4. Performance Metrics

Performance will be measured based on:

- Order Accuracy
- On-time Delivery Rate
- Quality Compliance Rate

## 5. Review and Reporting

Regular review meetings will be held [Specify frequency] to assess performance under this SLA.

## **6. Governing Law**

This agreement shall be governed by the laws of [Specify jurisdiction].

## **7. Signatures**

**Supplier Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Client Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_