

	<h1 style="text-align: center;">Materials Management and Requestor Service Level Agreement</h1>		Document Number: SLA-SS-08.01 Revision No 1
	Department: Materials Management	Effective Date: November 20, 2022	

Purpose and Objective

This document outlines the Service Level Agreement (SLA) between Materials Management Department (MMD) and Requestor for the delivery of requested items.

Agreements:

1. Requestors should accomplish request thru PR System. No PR Reference, no accommodating of request. In case of no account in PR System, creation of account should be sent to IT Helpdesk.
2. In case of lost PR, MMD to inform requestor to resend copy of PR within 24 hours.
3. Requestor must maintain one month stock level of the following item:
 - Operational Supplies (Jack Wrap, Labels, Printed Form, Seals and Packaging Tape)
 - Office Supplies
4. PR System Course during Job Induction.
5. Weekly summary of unapproved PR to requestor/approver per BU (email, SMS or in Leader's meeting).
6. Send Lead time matrix per item to requestor (monthly and in weekly Leader's meeting).
7. In case of erroneous delivery (incomplete, wrong specification, wrong item) requestor to report to MMD the discrepancy. MMD to follow up from supplier the delivery of complete and correct item within 7 days upon receipt of irregularity report in email.

DDC: This Document is already Approved and Posted on Intranet.

Please refer to printed files for signatures of approvers.

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