**INNOVATION AND BUSINESS PERFORMANCE**

**Learning Outcome 1: ACTIVITY 9**

Setting KPIs and SLAs

Set four SLAs and six KPIs that could be applied to your centre/college. Explain your reasons for selecting them.

|  |  |  |
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|  | **SLA** | **Reason for selection** |
| **1** |  |  |
| **2** |  |  |
| **3** |  |  |
| **4** |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
|  | **KPI** | **Reason for selection** | |
| **1** |  | |  |
| **2** |  | |  |
| **3** |  | |  |
| **4** |  | |  |
| **5** |  | |  |
| **6** |  | |  |