**OPERATIONS MANAGEMENT**

**Learning Outcome 2: ACTIVITY 5**

## **Service level agreements (SLAs)**

Vivian is employed as the procurement manager in a large department store. Her firm is investing money in creating an online shop. The IT hardware and software for its facility have been sourced from a single supplier. Senior managers decide to award a five-year contract to the same supplier for IT support services.

How should Vivian establish the key performance indicators (KPIs) for the SLA? Give examples to support your answer.