

## Key Performance Indicators

Type	Description	Time for Performance	SLA Level			Comments
			Green	Amber	Red	
Service Level	Percentage of User enquiries responded to within Stated Window	3 working days	90%	75%	<75%	
Service Level	Percentage of Access Requests Responded to within Stated Window	7-10 working day	90%	75%	<75%	
Service Level	Percentage of Training Requests Delivered within 3 months - level of training and who	3 months	50%	40%	<40%	
Service Level	Customer Satisfaction Rating (Note: This shall be based on feedback requested from users at the conclusion of every Epitaxy delivery)	1 year	80%	60%	40%	
Service Level	Number of Customer Complaints (expressed as a percentage of the Total Number of User Approvals made within the period)	1 year	<5%	5%	>5%	
Service Level	Percentage Uptime per instrument of Total Available Time within Period.	1 year	80%	70%	50%	
Service Level	Number of wafers produced	1 year	>90%	75%	<70%	
Service Level	Percentage of Access Granted to different user groups outlined in the charging model	5 years	>90%	75%	<60%	
Service Level	Percentage ESPRC Usage of Facility in Period	1 year	75%	65%	50%	
Service Level	Percentage of Access Costs recovered	5 years	15%	10%	5%	
Service Level	Percentage of Epitaxy Cost Variations in Period (ie Outside +/- "X" Percentage of Stated Cost)					N/A
Service Level	Number of Publications (inc Examples of Key Publications)					N/A
Service Level	Average Number of Calibrations to Achieve Product Run in Period	1 year	5	8	10	
Service Level	Percentage of On-Time Epitaxy Deliveries in Period (ie Outside +/- "X" Days of Stated Delivery Date)	1 year	90%	75%	<70%	

<b>Service Level</b>	Number of Separate University Research Groups using the Epitaxy Facility in Period	1 year	30	20	15	
<b>Service Level</b>	Number of publicity activities per year	1 year	5	3	1	
<b>Additional Service Levels / Reporting</b>						