		SLA level			
Description	**Time for Performance**	**Green**	**Amber**	**Red**	Comments
Percentage of User Enquiries responded to within Stated Window	3 working days	>90%	75-90%	<75%	Initial enquiry. Managed and monitored through the Facility's Customer Relationship Management (CRM) tool.
Percentage of Access Requests responded to within Stated Window	7 working days	>90%	75-90%	<75%	Formal engagement on user access. Managed and monitored through the Facility's Customer Relationship Management (CRM) tool.
Percentage of Training Requests delivered within 6 months	1 year	>70%	40-70%	<40%	Target for implementation of significant training programmes.
Customer Satisfaction Rating	6 months	>80%	60-80%	<60%	Based on a 5-point questionnaire: 1. Material Quality, 2 Timeliness, 3. Quality of advice and support, 4. Communications and 5. Responsiveness to innovation.
Number of Customer Complaints	6 months	<5%	5%	>5%	As outlined in the formal complaints process.
Percentage Uptime per instrument	6 months	>85%	65-85%	<65%	Across all partners in the Facility and all reactors (does not include pump-priming partners).
Percentage of wafers produced	1 year	>90%	70-90%	<70%	Versus contracted number. Broken down by partner and reactor. Includes calibration and delivered wafers.
Percentage ESPRC Usage	1 year	>75%	60-75%	<60%	Versus contracted usage in costing model
Average number of calibrations to delivered wafers	1 year	≤5	>5 - 10<	≥10	Individual targets defined in FF1 access form and agreed with users.
Percentage of on-time deliveries	1 year	>85%	70-85%	<70%	Based on target delivery of 3 months from confirmation and certification of user request in the NEF Epiportal.
Number of grants supported	2 year	>20	10-20	<10	This is a more meaningful metric than the number of users. We do not have direct access to figures for users on grants.
Number of Universities supported	2 year	>20	10-20	<10	Representing diversity of user base.