

## **KEY PERFORMANCE INDICATORS AND SERVICE LEVEL AGREEMENT**

### **Key Performance Indicators (KPIs)**

EPSRC requires that the following Key Performance Indicators ["KPIs"] are measured by the XMaS team on a quarterly basis. It will be the responsibility of Project Management Committee (PMC), in accordance with Schedule 12, to establish, monitor and evaluate these.

- A) The Number of Individual Researchers and University Research Groups ["users"] that have made use of the XMaS beamline in that Period. This should be expressed as a Total Number for that period.
- B) The Uptime of the beamline within the period. This should be expressed as a percentage of the Total Available Time within that Period.
- C) Number of User Complaints received during the period. This should be expressed as a percentage of the Total Number of User Approvals made within the period.
- D) The Number of research outputs, both Internal and External. This should be expressed as a Total Number for the period.

### **Service Level Agreement (SLA)**

XMaS will operate a Service Level Agreement (SLA) according to the following:

- Requests for beamtime will have decisions made within 20 days of the PRP meeting subject to knowledge of the ESRF review process. In 'exceptional' cases. Users will be informed by the service operator if these benchmark times are going to be exceeded and an explanation provided.
- Facility users will have access to facility staff for assistance on site.

The facility will schedule experiments in consultation with users and, where possible, accommodate user requests for allocation. It remains the users responsibility to make use of the allocated beamtime on completion of the schedule.

The facility will be operational and available for use for 80% (eighty percent) of the maximum possible operational time.

The facility will train all new users in the safe and effective use of the beamline.

The facility will perform a minimum of 2 (two) publicity activities per year.

The facility will generate a minimum of 15 (fifteen) research outputs per year.

The facility will respond to all User enquiries clearly and quickly in line with the following timescales:

- To e-mail or fax enquires within 5 (five) working days
- To telephone enquiries within 2 (two) working days

The facility will respond to user complaints within 10 (ten) working days

The facility will treat all proposals equally, fairly and in confidence

The facility will treat all Users equally and fairly

The facility will uphold high standards of integrity in all operations and in contact with Users