

**Sales Agent Past Performance
Definitions Document**

Delivery Time Terms

Refers to adherence to delivery time requirements including: meeting expected delivery dates, communicating any deviation from expectations

Excellent = 100% of deliveries within user expected delivery time
Very Good = 90-99% of deliveries within user expected delivery time
Good = 70-89% of deliveries within user expected delivery time
Poor = <70% of deliveries within user expected delivery time

Reports

Refers to:

- a) Timeliness & Accuracy: Quotes, TRs, CLIN reports*
- b) Timeliness & Accuracy: Invoicing*
- c) Timeliness: Shipping Information*

Excellent = All items 100% on time and accurate
Very Good = Average timeliness and accuracy between 90-99%
Good = Average timeliness and accuracy between 70-89%
Poor = Average timeliness and accuracy < 70%

Customer Satisfaction Terms

Quality of products and services, responsiveness and problem resolution.

Excellent = No reports of quality issues or concerns and all are resolved to customer satisfaction.
Very Good = Few reports of minor issues; all are resolved to customer satisfaction.
Good = Few reports of minor issues, some that are not fully resolved.
Poor = Many reports of issues that are not fully resolved.

Information Distribution Terms

Refers to information provided by Sales Agent to Customer. Accuracy of information, Accurate representation of status of Sales Agent of Sword & Shield (not SEWP), sending quotes directly to customer within RFQ process (prohibited), etc.

Excellent = All information is correct and fully articulated

Very Good = One or two instances of incorrect or partial information and Sales Agent quickly resolved situation

Good = More than two instances of incorrect or partial information and Sales Agent quickly resolved situation or instances of incorrect or partial information were not resolved and/or were repeated

Poor = Request to fix incorrect or partial information continuously ignored

Contract Adherence

Refers specifically to issues or situations that arise that are contradictory to the SEWP IV Sales Agent Agreement between Sword & Shield and our Subcontractors (Sales Agents).