



Integrity.
Inspiration.
Commitment.

Client / BOS SLA Program

SAMPLE

Items to be measured:

- Responsiveness
 - Maximum 48 hour acknowledgment on calls, maximum 72 hour resolution plan (agreed)
- On-Time Delivery
 - Provide delivery schedule and open communication on any issues. BOS will coordinate with local buyers/locations to coordinate delivery and keep open line of communication on ship dates and schedules. All project schedules will be mutually agreed upon.
- Backup
 - Have a single point of contact backup person in case main contact is not available
 - John Fredericks 312-423-5312
 - Gretchen Kuzas 630-228-5268
 - Ashley Moran 630-228-5261
 - What is the order of escalation for this client
 - George Pfeiffer 630-784-7750
 - Georgia Dobbelaere 630-784-7749
- Drawings
 - Maximum 5 working days after meeting to discuss with Client. Same for revisions. Based on the scope of Phase 1 4N & 4C (1) Week, maximum of (5) working days
- Accuracy of work
 - What steps does your firm take to ensure accuracy of work, orders and drawings? We have over 35 degreed interior designers and a large design department staff with a company policy of double checking to ensure every order is double checked prior to be processed. All teams work in conjunction with one another to ensure accuracy on all levels.
- Timely Reporting
 - Can your firm provide online reports showing orders or volume? Yes our firm has immense digital capabilities to host a specific webpage for your company's furniture needs as well as supporting documents and tools. We can work directly with you to develop the specific report you desire and provide that report online.

- Final Proposals
 - Available within 5 days of final drawing based on Haworth standard product offering. Ancillary and all other non-Haworth product (10) days since pricing must be quoted by each non-Haworth manufacturer. Revisions to proposals available within 3 days using Haworth, (1) week non-Haworth products
- P.O. sent to manufacturers from BOS
 - No later than 72 hours after Client places PO to BOS. Agreed
- Installation Documents
 - Available no later than 5 days after P.O. field dimensions can be verified or (1) Week prior to installation date,
- Project completion
 - Date agreed upon review of P.O. and available in BOS V.I.P Program
- Delivery confirmation
 - 2 weeks after P.O. issued by Client for all Haworth products, all other ancillary manufacturers will be confirmed once acknowledgements are received usually within 2 weeks.
- Delivery and Installation schedule
 - Adherence to agreed delivery date and installation schedule. No delays allowed when working on occupied spaces Agreed, BOS will meet installation dates agreed to with Client especially when occupied areas are cleared to accommodate the installation and other vendors are also scheduled. Space must be free and clear and ready for installation.
- Online Information Platform
 - Visibility into the tool, ability to see orders and key dates, and installation. Use of BOS V.I.P Program
- Damaged Goods upon Deliver
 - What is the repair/replacement schedule BOS has a warranty team and warranty process and will coordinate with the correct person(s).
 - If the items are damaged beyond use, do we have a loaner? Temporary solution? Yes through BOS's large inventory of used furniture BOS would provide a temporary replacement until an actual replacement is installed