

Service Level Agreement (SLA) Example

The Use of the PX 25 Weighing Scale (Plastics)

Statement of Understanding and Compliance

The weighing scale is one of the vital equipment required in the smooth running of the production process in the Plastics function. It's used specifically in the weighing of materials and finished products. However, this equipment has been miss used and vandalized in the process.

Therefore, in regard to the PX 25 weighing scale as a mutual agreement between the different shift team leaders, the following has been agreed on.

Objective of the Agreement

To use/handle the weighing scale in the most effective way so that it can last longer.

Purpose

The weighing scale is being used for the following purposes:

1. Weighting of raw materials
2. Weighting of finished products and rejections
3. Transfer of preform bags from the machine to the storage area

Scope

The Plastics department owns and it's absolutely responsible for the weighing scale. Which means that it can only be used in the plastics function, under no circumstances will it be used outside the department without the consent of the team leader on shift.

General Responsibilities

The team leader has the following roles and responsibilities to play in the proper use, handling and maintenance of this weighing scale.

1. Guide the operators on the use of the weighing scale
2. Sensitize the operators on the proper handling of the weighing scale
3. Report on the damages and malfunction of the weighing scale

Requirements

Timely service of the equipment should be done. The team leader should ensure that any damages are reported and proper handling.

Storage

The weighing scale should be stored on the plastics floor where it's safe from any forklift damages and any other obstacles.

Note: *This PX 25 weighing scale has maximum load capacity of 2500kg.*

This is a weighing scale and should not at any time be used to carry other objects like molds, pallets etc. This will be a violation of the use of the equipment and is strictly prohibited.

Declaration

I declare I have read and understood the content in this agreement and that I will abide by the rules therein.

Team leader name

Signature

Date

Team leader name

Signature

Date

Team leader name

Signature

Date

This document should be signed off by the Plastics Head of Department.

Name

Signature