

1. OBJECTIVE AND APPLICABILITY

1.1 Objective

This manual provides an overview duties and responsibilities of PEL including relating procedures. An important of procedures is to ensure consistency and to establish standard. Furthermore, to achieve

- Key Performance Indicator (KPI) in order to track performance or success towards a goal over time for both individuals and groups;
- Quality Performance Indicator (QPI) in order to monitor one or more processes during a defined time and for evaluating service demands, production, personnel, and process stability.; and
- Service-Level Agreement (SLA).

1.2 Applicability

This manual is applicable to PEL and Designated personnel.