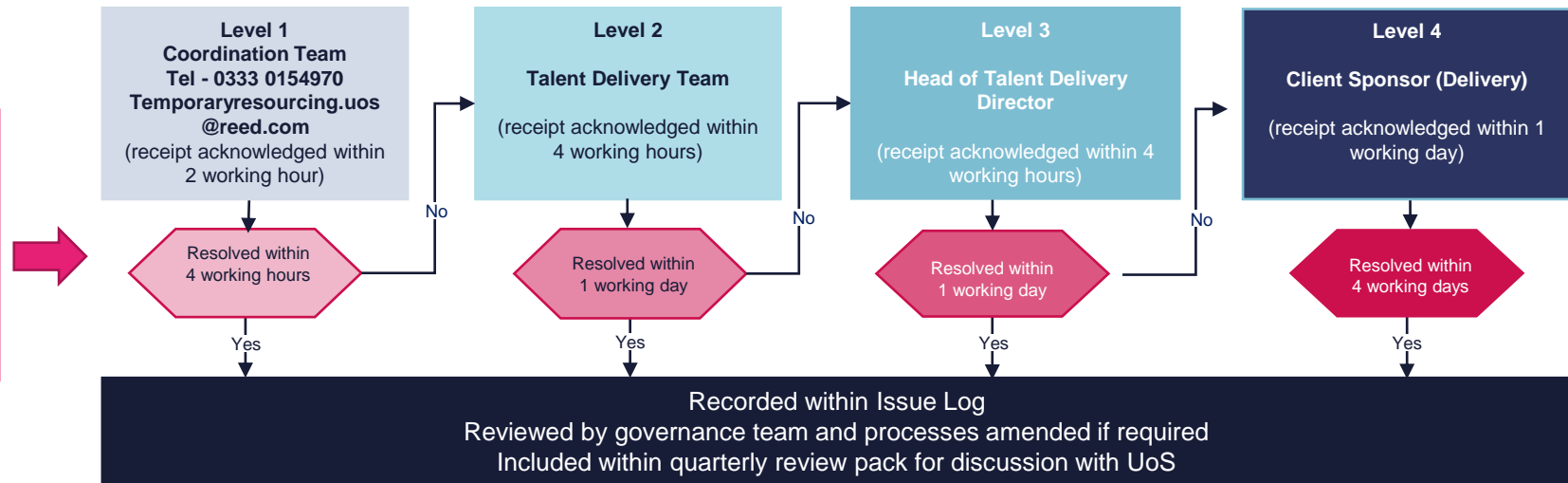


Escalation Process & SLA

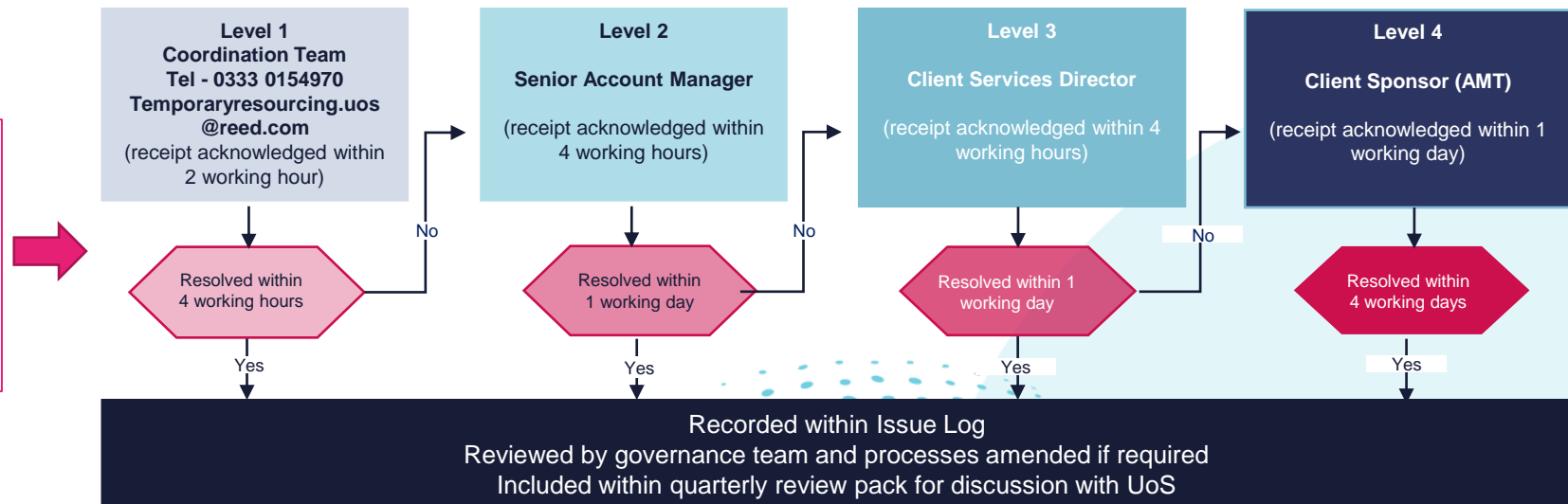
Delivery Issues (Candidates)

- Timesheet queries
- Quality of CVs not suitable
- Worker queries
- Support Supplier queries
- Manager queries
- XMS queries
- Candidate satisfaction



Governance Issues

- KPIs and SLAs Governance
- Support Supplier Management
- Client satisfaction
- Invoicing/ Billing issues



Escalation Process & SLA & Contact Points

