

Quality Standards for Vendors

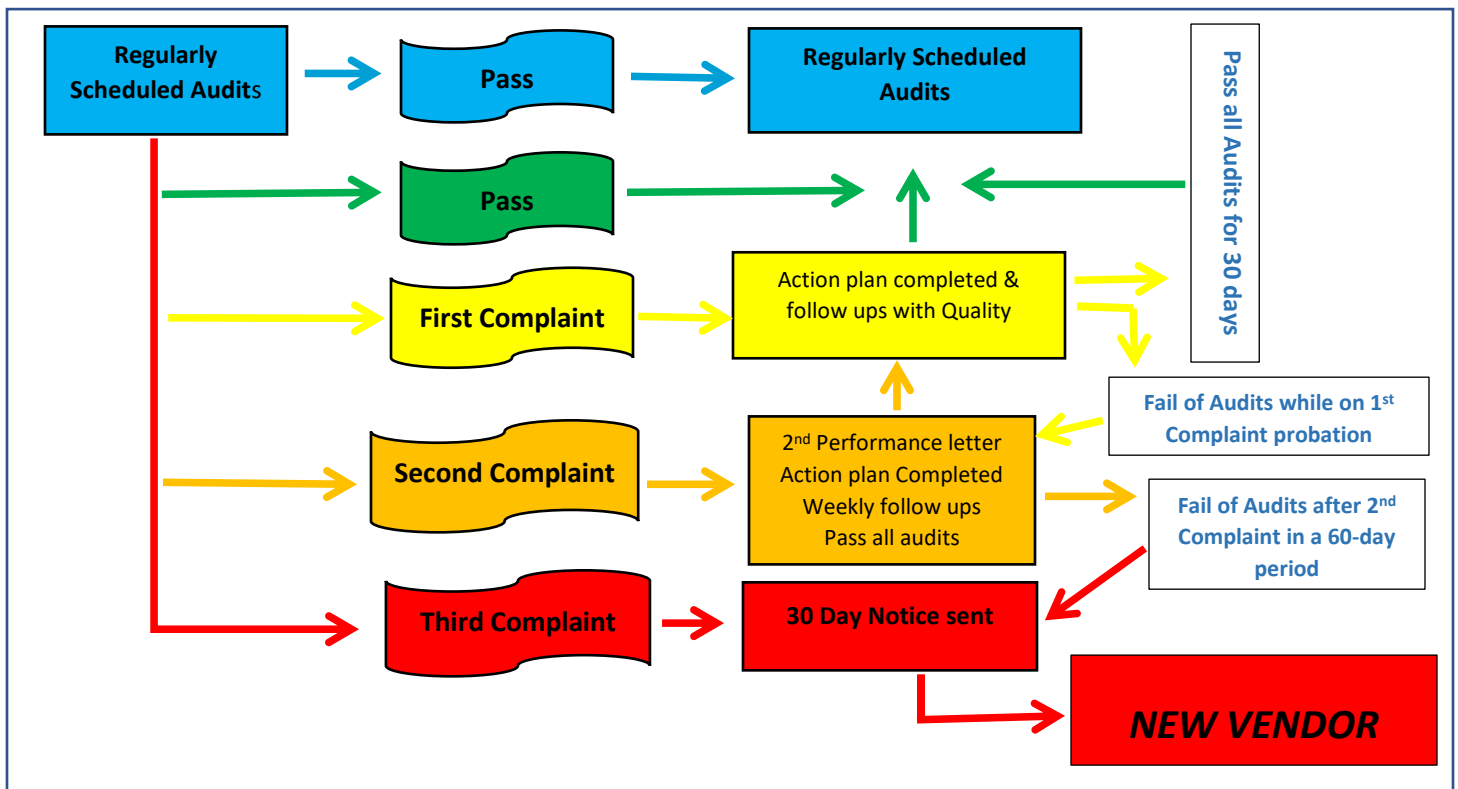
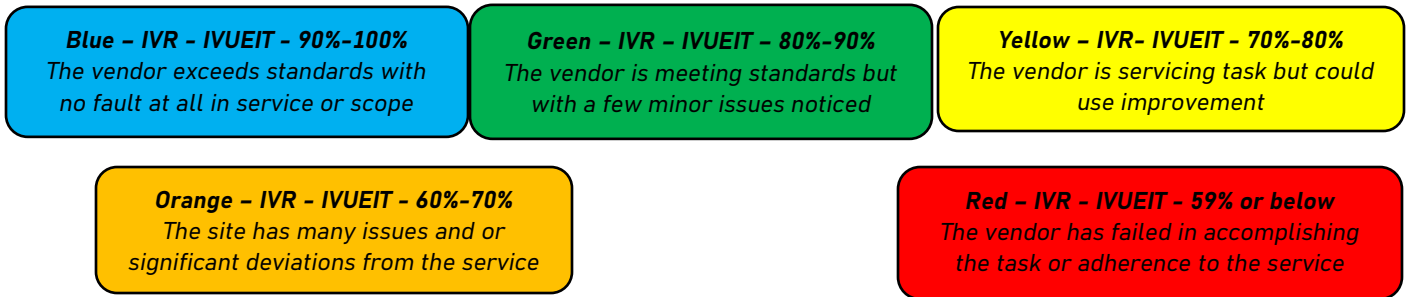
Express utilizes both internal management inspections, IVR and third-party site audits through "IVUEIT."

All third-party assessments will be reviewed and scored by express personnel. Failing audits will initiate corrective actions, disciplinary actions, and or removal from a service site.

First-level inspectors are either representatives of third-party auditors or Express operations managers.

Second-level inspectors are performed by a director or above position in Express Facility Management.

Scoring Breakdown



Failure of Audits

First Complaint

- *Must resolve complaint with in 24hrs and follow up with Pictures.*
- *Will be sent Performance letter*
- *Action Plan form will be sent and will need to be filled out and sent back within 24hrs*
- *Follow up once a week to make sure all expectations are met*
 - *IVR is being used daily*
 - *Contract / SOW is being followed*
 - *Review of Score card*
 - *No other complaints with in the 30 days and will return to good standings.*

Second Complaint

- *Must resolve complaint with in 24hrs and follow up with Pictures.*
- *Will be sent Second Performance letter*
- *Put on 30 days Probation notice*
- *Action Plan form will be sent and will need to be filled out and sent back within 24hrs*
- *Follow up once a week to make sure all expectations are met*
 - *IVR is being used daily*
 - *Contract / SOW is being followed*
 - *Review of Score card*
 - *Must have no complaints for 60 days from second Complaint and will return to good standings.*

Third Complaint / 30 Day Notice

- *Must resolve complaint with in 24hrs and follow up with Pictures.*
- *Will be sent 30 Day Notice letter of termination for that site*
- *Venders with multiple sites will be reviewed overall and put on a 30-day probationary notice for entire portfolio.*
- *Must complete Action plan for other sites on portfolio and have an action plan in place for other sites so there are no missed services.*