

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 initiative 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

Blue - IVR - IVUEIT - 90%-100%

The vendor exceeds standards with no fault at all in service or scope

Green - IVR - IVUEIT - 80%-90%

The vendor is meeting standards but with a few minor issues noticed

Yellow - IVR- IVUEIT - 70%-80%

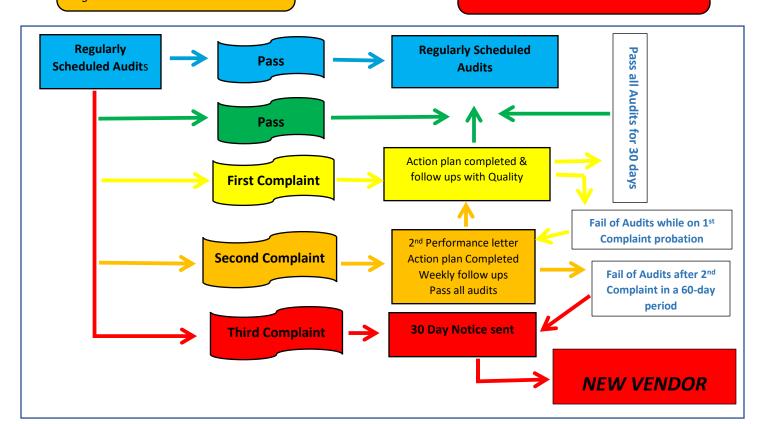
The vendor is servicing task but could use improvement

Orange - IVR - IVUEIT - 60%-70%

The site has many issues and or significant deviations from the service

Red - IVR - IVUEIT - 59% or below

The vendor has failed in accomplishing the task or adherence to the service





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.