

**M25 Quality Working Group
Service Level Definition Template: Example**

SERVICE AREA: PHOTOCOPIER SERVICES		SERVICE MANAGER: CUSTOMER SERVICES MANAGER	
SERVICE DEFINITION		WHAT WE EXPECT FROM OUR USERS	
<p>To provide a range of photocopying services to meet the needs of users on campus.</p> <p>To provide advice and guidance in the use of each machine, including how to use, cost of copying and copyrights regulations.</p> <p>To report faults quickly and chase repairs</p>		<p>To take care of the materials being copied and to use the machines carefully</p> <p>To follow instructions for using acetates and other materials</p> <p>To report faults to a member of staff.</p> <p>To adhere to copyright regulations as publicised</p>	
MONITORING PROCESS	PERFORMANCE INDICATORS	REPORTING STRUCTURE	
<p>Monthly record of faults reported and fixed per machine</p> <p>Monthly log of meter readings to check use/wear and tear</p>	<p>10% downtime per machine p.a. Faults reported by library staff within 1 hour (during office hours)</p> <p>Engineer called within 24 hours</p> <p>Fault reports followed up within 2 days</p>	<p>Annual Library Report</p> <p>Student Services Committee</p> <p>Service Level Statement</p>	
POLICY REFERENCE	BENCHMARK/S	REVIEW DATE	
SLD 0905.01		July 2006	