

SERVICE LEVEL AGREEMENT

Area	Action	Detail
Client Service	Client Management	<ul style="list-style-type: none"> • Contact reports will be issued within 24 hours of meeting • A weekly status report will be provided on major projects/multiple project accounts • Ensure that all calls and emails are responded to by the end of the day • Keep the client up to date on relevant information re: jobs in progress • Provide alternative solutions for any issues that may occur • Pre-inform client of all team absences, provide detailed handover notes and replacement agency contact (to be introduced at least 12 hours in advance). • Project/account review meeting with Client Management team and client on quarterly basis
Creative	Concepts	<ul style="list-style-type: none"> • 3+ concepts will be presented, supported with a strategic and creative rationale. Recommendation provided if requested • Creative execution will adhere to client brand (and guidelines where available) where appropriate • Creative team will attend presentation where feasible • A creative review of each client will take place on a quarterly basis
Project management	Planning and scheduling	<ul style="list-style-type: none"> • A detailed timing plan will be presented with concepts. This will be updated and redistributed when relevant. • Project and production timing plans will be adhered to and in the event of milestones being missed, a revised timing plan will be provided. Any changes to ultimate delivery will be discussed and agreed with the Client. • Design Inc will always aim to meet the original deadline. Where this is not possible potential alternative solutions will be provided.

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Production	Costs	<ul style="list-style-type: none">• A cost estimate will be presented with concepts.• Production cost estimates will be obtained from 3 suppliers. One cost estimate will be created based on the most appropriate supplier for the job.• Design Inc will proceed with the relevant action following written approval of costs.• A concept will be delivered on budget, in the event of a concept being over budget, an alternative on-budget alternative solution will be provided.
Finance	Billing	<ul style="list-style-type: none">• Any changes to costs will be discussed with the client and documented via email.• A final cost estimate will be provided at the end of the job.• Following client approval of final costs an invoice will be issued.• Financial review on quarterly basis