# Service Level Agreement (SLA) Tracking Sheet

**Purpose:** This document is designed to monitor and track compliance with agreed-upon service levels, particularly in logistics, delivery performance, and other operational KPIs. It captures relevant metrics, logs deviations, and ensures SLA terms are being upheld continuously.

## Client and Agreement Information

* **Client Name:** {clientName}
* **Agreement Start Date:** {startDate}
* **Agreement End Date:** {endDate}
* **Service Type:** {serviceType}
* **SLA Version:** {slaVersion}

## Key SLA Metrics

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Metric Name** | **Target Value** | **Measured Value** | **Status** | **Notes** |
| {#slaMetrics}{metricName} | {targetValue} | {measuredValue} | {status} | {notes}{/slaMetrics} |

## Performance Timeline

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Month** | **Planned Deliveries** | **Successful Deliveries** | **On-Time Percentage** | **Remarks** |
| {#monthlyPerformance}{month} | {planned} | {delivered} | {onTimePercentage} | {remarks}{/monthlyPerformance} |

## Incidents & Breach Records

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Date** | **Description** | **Impact** | **Resolution** | **Status** |
| {#breaches}{date} | {description} | {impact} | {resolution} | {status}{/breaches} |

## Action Items

{#actionItems}

1. **Action:** {task} - *{responsible}* by {dueDate}

{/actionItems}

## Approval & Notes

* **Prepared By:** {preparedBy}
* **Reviewed By:** {reviewedBy}
* **Approval Date:** {approvalDate}

### Additional Notes

{notes}