

**SAF Reimbursement Initial Performance Objectives**

**M5 Service Efficiency and Customer Experience Consultation**

Category	Retailer Metrics	Baseline	Source of Data	Target Increase	Measurement Period
Retention	CP RO Growth	Baseline established at initial consultation meeting, previous 3 month average. Baseline will be recalculated if assessment date is more than 90 days from initial onsite consultation.	Financial statement, DMS reports, SOA data collection	Minimum 10% increase over previous 90 day average	First 4 calendar months following initial onsite consultation (does not include assessment)
<b>AND</b>					
Service Capacity	Monthly Labor Hours Produced	Baseline established at initial consultation meeting, previous 3 month average. Baseline will be recalculated if assessment date is more than 90 days from initial onsite consultation.	Financial statement, DMS reports	Minimum 10% increase over previous 90 day average	First 4 calendar months following initial onsite consultation (does not include assessment)
<b>AND</b>					
Customer Experience	Service Net Promoter Score	Baseline established at initial consultation meeting, previous 3 month average. Baseline will be recalculated if assessment date is more than 90 days from initial onsite consultation.	OLP Site Reporting	Tiered NPS increase based on previous 90 day NPS score	First 4 calendar months following initial onsite consultation (does not include assessment)

Starting NPS	Min Increase				
Baseline or Prior 3 Mos Rolling	4 Months following consultation				
>75	≥0 change over prior Qtr.				
>65 to ≤75	1.2				
≤65	2.5				

**\*If performance objectives are met within the first 4 calendars months following initial onsite consultation SAF will be distributed for all onsite visits completed. within the calendar months period**

**\*\*If performance objectives are missed within the first 4 calendar months then the objective measurement will convert to a rolling prior 3 months baseline, meeting objectives will qualify SAF reimbursement for all onsite visits completed within the period objectives are met.**

**\*\*\*Ongoing, SAF Performance Objective is a sustainment of the tiered NPS grid. Objective measurement will convert to a rolling prior 3 months baseline, meeting the NPS objective will qualify SAF reimbursement for all onsite visits completed within the period objectives are met.**