**Check list for service delivery compliance**

| | **Compliance Area** |  | **Document Type** | **Evidence Description** | | --- | --- | --- | --- | | Service Delivery |  | Client Contracts and SLAs | Signed contracts, service level agreements | |  |  | Work Orders and Job Sheets | Completed job sheets with client sign-off | | Performance Monitoring |  | KPI Reports | Regular performance reports, dashboards | |  |  | Service Delivery Reports | Monthly or quarterly service reports | | Quality Assurance |  | Internal Audit Reports | Audit plans, findings, corrective actions | |  |  | Client Feedback Surveys | Completed surveys, feedback summaries | | Training and Competence |  | Training Records | Training schedules, attendance logs, certificates | |  |  | Competency Assessments | Assessment records, competency matrices | | Incident Management |  | Incident Logs | Incident reports, investigation records | |  |  | Complaint Records | Complaint logs, resolution reports | | Compliance |  | Compliance Checklists | Completed checklists, compliance audit reports | |  |  | Regulatory Documentation |  | | Continuous Improvement |  | Improvement Plans | Logs of improvement initiatives, project plans | |  |  | Management Review Minutes |  | |
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