
ALTESIA
PROCUREMENT'S
TOOLKIT



Draft your Service Level Agreement (SLA) with AI

This toolkit guides you through creating an SLA with AI by integrating insights from your internal stakeholders – from quality to legal – to ensure every detail is covered.



What's inside

Prompt structure model

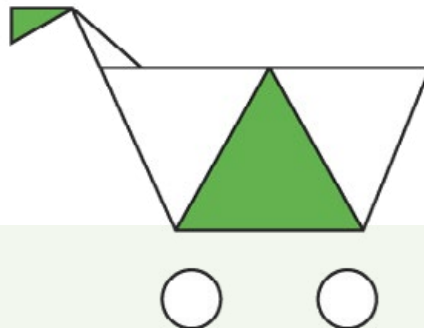
Discover our simple model for crafting effective prompts that capture your organization's unique expertise and requirements.

Complete AI prompts for SLAs

Get the initial prompts used to generate your SLA draft, along with the updated versions that incorporate feedback from key internal teams.

Step-by-step process

Learn how to structure the entire process from initial drafting to iterative refinement ensuring that your final SLA meets both operational and compliance standards.





OUR PROMPT STRUCTURE

> RTTC

Our approach is based on a clear prompt structure:

Role – Theme – Task – Constraint (RTTC). This framework ensures that the AI interface understands the context and delivers a result that meets your precise requirements.

Here's why each element matters:

◆ **ROLE**

This defines the persona or expertise the AI should adopt. For example, instructing the AI to act as a procurement contract expert ensures that the generated content is informed by industry-specific knowledge and a professional tone.

◆ **THEME**

The theme sets the context or subject matter of the prompt. It helps narrow the AI's focus to a specific area, such as drafting a Service Level Agreement (SLA) for food packaging suppliers. By clearly defining the theme, you ensure that the content remains relevant to your specific needs.

◆ **TASK**

The task specifies what you want the AI to do. It lays out the actionable steps or components to include—like drafting all necessary clauses, integrating key performance indicators, and incorporating penalty clauses. This clarity helps the AI generate content that meets your objectives without missing critical details.

◆ **CONSTRAINT**

Constraints provide the limitations or specific conditions that must be met. They ensure that the output adheres to legal, operational, or contextual boundaries, such as including all legally required clauses for a commercial contract in Belgium. Constraints help maintain the integrity and applicability of the final document.



By following the RTTC model, you ensure that the AI has a full understanding of the context, scope, and limitations of the task at hand. This structured approach not only improves the quality of the output but also minimizes the risk of errors, making it an essential strategy for integrating AI into complex processes like SLA drafting.



PROMPTS AND METHODOLOGY TO DEVELOP SLAS WITH STAKEHOLDERS' FEEDBACK

Our process for generating a robust SLA with AI is designed to guide you through every stage – from initial drafting to iterative refinement – ensuring that the final document meets both operational and compliance standards.

1

Initial drafting

We begin by feeding our generative AI model with a well-crafted prompt based on our RTTC framework.

This first draft incorporates all the essential elements, such as key performance indicators, penalty clauses, legal requirements, and more, setting a strong foundation for the SLA.

Here is the full prompt, using the RTTC model. Make sure to adapt it depending on your needs or legal requirements.

◆ **ROLE**

Act as a procurement contract expert.

◆ **THEME**

Suggest an SLA draft to be applied to the most important food packaging suppliers.

◆ **TASK**

Draft all the necessary clauses, include the basic KPI: OTD and OQD. Include penalties in case these KPIs are not met. Add an optional clause in case the packaging is supposed to be in contact with food and mention the legal requirements. Make sure there is an ESG clause with a commitment to communicate CO2 emissions and other initiatives. Include a short

◆ **CONSTRAINT**

Make sure it contains all the legally required clauses for its application in Belgium. A framework agreement is not available so this contract should cover the essential elements of a commercial contract.



2

STAKEHOLDER ENGAGEMENT

The initial draft is then reviewed by key internal stakeholders—including teams from quality, marketing, production, and legal. Their diverse insights help ensure that every aspect of the SLA is aligned with the company's operational needs and compliance requirements.

Here is the updated prompt used – taking the example of the quality department's feedback. Use this prompt in the same conversation as the initial prompt. Make sure to adapt it depending on your stakeholder's feedback on the initial draft.

◆ ROLE

Act as a procurement contract expert being challenged by the quality department.

◆ THEME

Suggest an update to the SLA based on the input from the quality department.

◆ TASK

The quality department is worried about recurrent non-quality events. Add a clause with a short governance to tackle these issues with a proposal of how the supplier should apply corrective measures and a timeline. Also define "recurrent" as more than 10% of the deliveries.

◆ CONSTRAINT

Limit it to consumer packaging only. The timeframe should be six months.

3

ITERATIVE REFINEMENT

With stakeholder feedback in hand, we refine the draft through an iterative process. This step involves updating the prompt and revising the AI-generated content until all comments and concerns are addressed, resulting in a more precise and effective SLA.

4

FINAL OUTCOME

The iterative cycle results into a comprehensive, robust SLA that not only meets legal and operational standards but is also adapted to the specific needs of your organization. This structured approach ensures that no detail is overlooked, leading to a document that is both practical and fully compliant.

Thirsty for more?

Altesia offers several trainings in procurement for organisations and procurement professionals, including AI for Procurement.

Visit our Training page or contact us for more information.



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