

Otelo Performance Report - May 2009

KPI Performance Report

KPIs FY 2008/2009			May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
Measure	Target	Avg 12mth													
% PCs <6 weeks	> 90%	89.2%	65%	74%	92%	96%	92%	86%	92%	95%	90%	92%	91%	89%	82%
% PCs >8 weeks	< 1%	1.8%	3.6%	4.0%	2.0%	1.3%	0.8%	2.7%	0.6%	1.1%	1.0%	1.8%	1.9%	1.9%	2.8%
% calls answered <2 mins	> 80%	89.3%	94%	96%	95%	91%	95%	88%	88%	90%	85%	88%	88%	82%	86%
% calls answered <5 mins	> 95%	99.6%	99%	100%	100%	100%	100%	100%	99%	100%	99%	100%	100%	98%	99%
% written correspondence responded to < 10 days	100%	99.3%	100%	100%	100%	100%	100%	100%	100%	100%	99%	100%	100%	97%	99%

Key:

Achieving Target

Below Target - Expect to achieve target next month

Below Target - Not expected to achieve target next month



Operations Report - Processing & Stock Levels

Month	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Running Total YTD
Total Calls	4631	4941	5498	4026	5890	5833	5354	4633	6670	6226	6690	5689	5573	67023
Abandoned Calls	280	180	241	264	304	489	422	372	634	486	626	758	537	5313
Non Member Contacts	512	530	428	377	447	422	370	339	390	334	375	340	298	4650
Total Written	2467	2752	2747	1955	2803	2361	2451	2178	2828	2690	2686	2228	2265	29944
Forms Issued	679	619	778	564	765	660	670	669	845	828	764	708	738	8608
Forms Returned	532	571	613	493	528	612	484	485	669	677	664	622	587	7005
PICC Cases	31	15	17	15	41	34	42	29	33	8	9	17	29	289
Mediated Cases	5	12	18	12	9	12	16	18	16	10	12	11	40	186
PCs Issued	585	622	542	600	386	479	475	472	420	383	688	591	509	6167
FDs Issued	407	408	516	429	482	548	425	363	437	366	370	450	412	5206
Number of Awards	390	381	471	397	450	454	391	322	380	327	329	403	359	4664
- Financial	103	108	120	144	133	95	81	70	79	60	78	83	81	1132
- Non Financial	32	36	50	31	49	60	47	39	70	55	50	53	63	603
- Both	255	237	301	222	268	299	263	213	231	212	201	267	215	2929
Avg Value of Financial Awards	£123.55	£118.13	£118.26	£76.93	£96.18	£123.88	£101.96	£110.93	£79.41	£85.70	£94.56	£84.64	£81.63	£97.68

Week No.	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22
Gross Stock	907	930	948	954	902	906	893	888	830	836	847	846	834		864
Stock > 6 weeks	45	44	46	54	48	53	50	60	69	76	75	73	81		80
Stock > 8 weeks	36	32	31	32	34	34	33	37	40	37	42	46	46		53

Complaints & Cases

