

Weekly Cycle Time Report

Chorus Customer Notification

The latest Weekly Cycle Time Report is now available here (<https://sp.chorus.co.nz/report/fibre-cycle-time-management>). Median Cycle Time has breached MTT for the following areas, and remedial action is underway as outlined below.

Date	11th July - 17th July
Location(s)	Tauranga
Summary of impact	Seeing a short term increase in cycle time before an expected reduction with an improvement in cycle time for Tauranga.
Current Cycle Time	Simple (17 orders) – 10 days Complex (3 orders) – 138 days
Estimated Date of Resolution	Mid August 2022 subject to incoming volumes
Remedial Actions Underway	Additional crews have been brought into the area with an additional crew currently on-boarding to help reduce WIP. More crews being sought to be onboarded.

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Date	11th July - 17th July
Location(s)	Taupo
Summary of impact	Taupo has seen progress against WIP, however technician attrition is putting pressure on resource for simple connect, already constrained by Covid absences. In addition, a director for a fibre technician contracting company unfortunately passed away.
Current Cycle Time	Simple (21 orders) – 64 days Complex (1 orders) –135 days
Estimated Date of Resolution	Mid August 2022 subject to incoming volumes and availability of new crews starting
Remedial Actions Underway	Additional crews have been brought into the Taupo area to help reduce WIP with more being actively sought.

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Date	11th July - 17th July
Location(s)	Rotorua
Summary of impact	Rotorua has seen good progress against WIP, however more UFB2 areas are about to come on line with additional orders creating pressure on resource, already constrained by Covid absences. A potential short term increase in WIP is possible before extra resource impacts on WIP and brings this POI back in band.
Current Cycle Time	Simple (4 orders) – 103 days Complex (4 orders) – 131 days
Estimated Date of Resolution	End of August 2022 subject to incoming volumes
Remedial Actions Underway	Additional crews have been brought into the area with an additional crew currently on-boarding to help reduce WIP. More crews being sought to be onboarded.

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Date	11th July - 17th July
Location(s)	Palmerston North
Summary of impact	Palmerston North has seen an uplift in orders coming in and being completed. This increase in volume has had a negative impact on cycle time. A low volume POI. Some larger aged jobs are being completed which will impact the short term cycle time.
Current Cycle Time	Simple (46 orders) – 26 days Complex (8 orders) – 193 days
Estimated Date of Resolution	Mid August 2022, subject to incoming volumes
Remedial Actions Underway	Line balancing between POI's to continue to make positive progress against the WIP management plan for this area

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Date	11th July - 17th July
Location(s)	Whangarei
Summary of impact	Whangarei has seen uplift in orders coming in and being completed in addition to technician attrition and Covid absences constraining resource availability. This increase in volume has had a negative impact on cycle time.
Current Cycle Time	Simple (14 orders) – 55 days Complex (10 orders) – 75 days
Estimated Date of Resolution	Mid August 2022, subject to incoming volumes
Remedial Actions Underway	Additional resource is being arranged to assist in this area to continue to continue the WIP management plan for the POI

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Date	11th July - 17th July
Location(s)	Nelson
Summary of impact	An increase in orders has put additional pressure on resource.
Current Cycle Time	Simple (27 orders) – 23 days Complex (3 orders) – 153 days
Estimated Date of Resolution	End of August 2022, subject to incoming volumes
Remedial Actions Underway	Our Service Partners have been working to an intensive plan to increase aged WIP throughput, to achieve the August target. This includes line balancing resource between POI's with ongoing management to match any Covid impact.

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Date	11th July - 17th July
Location(s)	Blenheim
Summary of impact	Volumes and additionally Covid absences are constraining resource availability and impacting the Simple workstream.
Current Cycle Time	Simple (8 orders) – 41 days Complex (3 orders) – 69 days
Estimated Date of Resolution	End of August 2022, subject to incoming volumes
Remedial Actions Underway	<p>Our Service Partners have been working to an intensive plan to increase aged WIP throughput, to achieve the August target.</p> <p>This includes line balancing resource between POI's with ongoing management to match any Covid impact.</p> <p>Additional resource has come into the area to assist with additional temp crews being brought in to provide additional support.</p>

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Date	11th July - 17th July
Location(s)	Greymouth
Summary of impact	Volumes and additionally Covid absences are constraining resource availability and impacting the Simple workstream.
Current Cycle Time	Simple (13 orders) – 33 days Complex (1 order) – 49 days
Estimated Date of Resolution	End of August 2022, subject to incoming volumes
Remedial Actions Underway	<p>Our Service Partners have been working to an intensive plan to increase aged WIP throughput, to achieve the August target.</p> <p>This includes line balancing resource between POI's with ongoing management to match any Covid impact.</p> <p>Additional resource has moved in for MDU's with the aim of the Connects in these premises being completed at the same time.</p>

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Date	11th July - 17th July
Location(s)	Dunedin
Summary of impact	Dunedin WIP is trending positively. Covid absences are constraining resource availability and impacting the Simple workstream.
Current Cycle Time	Simple (40 orders) – 33 days Complex (3 orders) – 83 days
Estimated Date of Resolution	Our best estimate is Dunedin will be back in band by mid August 2022, subject to incoming volumes and maintaining resource levels.
Remedial Actions Underway	Our Service Partners have been working to an intensive plan to increase aged WIP throughput, to achieve the August target & are trying to increase productivity with the current crews.

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Date	11th July - 17th July
Location(s)	Christchurch / Riccarton
Summary of impact	Christchurch has seen good progress against WIP, however more UFB2 areas are about to come on line creating pressure on resource already constrained with Covid absences
Current Cycle Time	Simple (17 orders) – 24 days Complex (4 order) – 142 days
Estimated Date of Resolution	End of August 2022 subject to incoming volumes
Remedial Actions Underway	Our Service Partners have been working to an intensive plan to increase aged WIP throughput, to achieve the June target. This includes line balancing resource between POI's with ongoing management to match any Covid impact

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Date	11th July - 17th July
Location(s)	Glenfield / Mayoral Drive / Mt Eden
Summary of impact	Covid absences are constraining resource availability and impacting cycle times.
Current Cycle Time	Simple (398 orders) – 16 days Complex (65 orders) – 85 days
Estimated Date of Resolution	Mid August 2022 subject to incoming volumes and resource levels.
Remedial Actions Underway	Our Service Partners have been working to an intensive plan to increase aged WIP throughput, to achieve the August target & are trying to increase productivity with the current crews

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Date	11th July - 17th July
Location(s)	Queenstown
Summary of impact	Volumes and additionally Covid absences are constraining resource availability and impacting the Simple workstream.
Current Cycle Time	Simple (43 orders) – 23 days Complex (4 order) – 111 days
Estimated Date of Resolution	End August 2022, subject to incoming volumes
Remedial Actions Underway	Our Service Partners have been working to an intensive plan to increase aged WIP throughput, to achieve the June target. This includes line balancing resource between POI's with ongoing management to match any Covid impact

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Date	11th July - 17th July
Location(s)	Whakatane
Summary of impact	Covid absences are constraining resource availability and impacting the Simple workstream.
Current Cycle Time	Simple (15 orders) – 53 days Complex (3 orders) – 122 days
Estimated Date of Resolution	Our best estimate is Whakatane will be back in band by mid August 2022, subject to incoming volumes and maintaining resource levels.
Remedial Actions Underway	An additional crew has been brought in and our Service Partners have been working to an intensive plan to increase aged WIP throughput, to achieve the August target & are trying to increase productivity with the current crews.

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Date	11th July - 17th July
Location(s)	Wellington / Porirua
Summary of impact	Build resource has been impacted in this area and is additional crews are being sourced to assist
Current Cycle Time	Simple (102 orders) – 8 days Complex (10 orders) – 66 days
Estimated Date of Resolution	Our best estimate is this POI will be back in band early August 2022, subject to incoming volumes and maintaining resource levels.
Remedial Actions Underway	Our Service Partners have been working to an intensive plan to increase aged WIP throughput, to achieve the August target & are trying to increase productivity with the current crews.

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Date	11th July - 17th July
Location(s)	Oamaru
Summary of impact	Oamaru has seen good progress against WIP, however more UFB2 areas are about to come on line creating pressure on simple connect resource, already constrained with Covid absences
Current Cycle Time	Simple (5 orders) – 48 days Complex (1 order) – 212 days
Estimated Date of Resolution	End of August 2022 subject to incoming volumes
Remedial Actions Underway	Our Service Partners have been working to an intensive plan to increase aged WIP throughput, to achieve the June target. This includes bringing in an additional crew and line balancing resource between POI's with ongoing management to match any Covid impact

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