

C H ● R U S

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	25th July – 31st 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 (35 orders) – 23 days Complex (6 orders) – 120 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	25th July – 31st 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 (20 orders) – 57 days Complex (1 orders) – 147 days
Estimated Date of Resolution	End of 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	25th July – 31st 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 (15 orders) – 58 days Complex (1 orders) – 123 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	25th July – 31st 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 (60 orders) – 26 days Complex (7 orders) – 110 days
Estimated Date of Resolution	End of 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	25th July – 31st 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 (20 orders) – 82 days Complex (7 orders) – 73 days
Estimated Date of Resolution	End of 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	25th July – 31st 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 (10 orders) – 58 days Complex (1 orders) – 40 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 is coming into the area to assist with additional temp crews being brought in to provide additional support.</p>

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Date	25th July – 31st 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 (364 orders) – 15 days Complex (48 orders) – 93 days
Estimated Date of Resolution	End of 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, which is clear in the complex cycle times. We still expect to achieve the August target & are trying to increase productivity with the current crews

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Date	25th July – 31st July
Location(s)	Whakatane
Summary of impact	Covid absences are constraining resource availability and impacting the Simple workstream.
Current Cycle Time	Simple (14 orders) – 50 days Complex (1 orders) – 65 days
Estimated Date of Resolution	Our best estimate is Whakatane will be back in band by end of 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	25th July – 31st 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) – 47 days Complex (n/a order) – n/a 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 bringing in an additional temporary crews and line balancing resource between POI's with ongoing management to match any Covid impact

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