

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	Week of 23 rd May – 29 th May
Location(s)	Hamilton
Summary of impact	Some older jobs currently being completed which will see a short term increase in the average cycle time over the next couple of weeks
Current Cycle Time	Simple (30 orders) – 20 days Complex (4 orders) – 130 days
Estimated Date of Resolution	End of June 2022 subject to incoming volumes
Remedial Actions Underway	Older jobs being completed leading to an increase in cycle time. Once completed, we should see Hamilton being back in band.

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Date	Week of 23 rd May – 29 th May
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 (30 orders) – 13 days Complex (6 orders) – 118 days
Estimated Date of Resolution	End of June 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	Week of 23 rd May – 29 th May
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
Current Cycle Time	Simple (16 orders) – 56 days Complex (1 order) – 105 days
Estimated Date of Resolution	End of June 2022 subject to incoming volumes
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	Week of 23 rd May – 29 th May
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 (5 orders) – 40 days Complex (N/A orders) – N/A days
Estimated Date of Resolution	End of June 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	Week of 23 rd May – 29 th May
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.
Current Cycle Time	Simple (66 orders) – 33 days Complex (12 orders) – 113 days
Estimated Date of Resolution	End of June 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	Week of 23 rd May – 29 th May
Location(s)	Whangarei
Summary of impact	Whangarei has seen uplift in orders coming in and being completed in addition to Covid absences constraining resource availability. This increase in volume has had a negative impact on cycle time.
Current Cycle Time	Simple (25 orders) – 65 days Complex (5 orders) – 78 days
Estimated Date of Resolution	End of June 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	Week of 23 rd May – 29 th May
Location(s)	Masterton
Summary of impact	An increase in orders is putting pressure on schedules.
Current Cycle Time	Simple (11 orders) – 35 days Complex (3 orders) – 18 days
Estimated Date of Resolution	End of June 2022, subject to incoming volumes
Remedial Actions Underway	Line balancing to assist the WIP management plan for the POI

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Date	Week of 23 rd May – 29 th May
Location(s)	Whakatane
Summary of impact	A large increase in orders has put additional pressure on resource. Older orders being completed is adding to the cycle time but starting to trend positively.
Current Cycle Time	Simple (3 orders) – 63 days Complex (1 orders) – 61 days
Estimated Date of Resolution	End of June 2022, subject to incoming volumes
Remedial Actions Underway	Additional resource have been brought in. Continue to make positive progress against the WIP management plan for the POI

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Date	Week of 23 rd May – 29 th May
Location(s)	Timaru
Summary of impact	Volumes and additionally Covid absences are constraining resource availability and impacting the Simple workstream.
Current Cycle Time	Simple (49 orders) – 52 days Complex (2 orders) – 162 days
Estimated Date of Resolution	End of June 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	Week of 23 rd May – 29 th May
Location(s)	Blenheim
Summary of impact	Volumes and additionally Covid absences are constraining resource availability and impacting the Simple workstream.
Current Cycle Time	Simple (11 orders) – 45 days Complex (N/A orders) – N/A days
Estimated Date of Resolution	End of June 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	Week of 23 rd May – 29 th May
Location(s)	Greymouth
Summary of impact	Volumes and additionally Covid absences are constraining resource availability and impacting the Simple workstream.
Current Cycle Time	Simple (22 orders) – 45 days Complex (1 order) – 94 days
Estimated Date of Resolution	End of June 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	Week of 23 rd May – 29 th May
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 (39 orders) – 48 days Complex (3 orders) – 158 days
Estimated Date of Resolution	Our best estimate is Dunedin will be back in band by the end of June 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 June target.

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