

# 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.

<b>Date</b>	31st July - 6th August
<b>Location(s)</b>	<b>Rotorua</b>
<b>Summary of impact</b>	Resource availability impacting cycle times, Some aged sites are progressively getting completed. This will see a corresponding rise in the cycle time before trending down again.
<b>Current Cycle Time</b>	Simple (17 orders) – 134 days Complex (7 orders) – 161 days
<b>Estimated Date of Resolution</b>	End of August subject to incoming volumes and resource levels.
<b>Remedial Actions Underway</b>	Our Service Partners have been working to a resource plan to increase aged WIP throughput. Working to increase productivity with the current crews and new crews being brought in.

**This is a general notification sent from the Chorus Service Events team. If you require further information about this report, please contact your Chorus Service Delivery Manager.**

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<b>Date</b>	31st July - 6th August
<b>Location(s)</b>	<b>Whakatane</b>
<b>Summary of impact</b>	Whakatane has seen progress against WIP, with a WIP plan in place. Complex orders are low volume.
<b>Current Cycle Time</b>	Simple (37 orders) – 43 days Complex (6 orders) –143 days
<b>Estimated Date of Resolution</b>	End of August subject to incoming volumes
<b>Remedial Actions Underway</b>	Our Service Partners have been working to an intensive plan to increase aged WIP throughput – with 5 x Crews(17 July – 18 August), to achieve the target.

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<b>Date</b>	31st July - 6th August
<b>Location(s)</b>	<b>Queenstown</b>
<b>Summary of impact</b>	A low volume Complex POI. Simple remains in – band, some aged complex works still to be completed.
<b>Current Cycle Time</b>	Simple (19 orders) – 13 days Complex (4 orders) – 104 days
<b>Estimated Date of Resolution</b>	End of September subject to incoming volumes
<b>Remedial Actions Underway</b>	Our Service Partners have been working to an intensive plan to increase aged WIP throughput, which is clear in the complex cycle times. Increasing productivity with an additional crew.

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<b>Date</b>	31st July - 6th August
<b>Location(s)</b>	<b>Tauranga</b>
<b>Summary of impact</b>	Resource availability impacting cycle times, Some aged sites are progressively getting completed.
<b>Current Cycle Time</b>	Simple (18 orders) – 9 days Complex (4 orders) – 135 days
<b>Estimated Date of Resolution</b>	End of August subject to incoming volumes
<b>Remedial Actions Underway</b>	Our Service Partners have been working to a resource plan to increase aged WIP throughput.

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<b>Date</b>	31st July - 6th August
<b>Location(s)</b>	<b>Greymouth</b>
<b>Summary of impact</b>	Resource availability impacting cycle times in this low volume POI.
<b>Current Cycle Time</b>	Simple (6 orders) – 54 days Complex (2 orders) – 158 days
<b>Estimated Date of Resolution</b>	End of August subject to incoming volumes and resource levels. Temporary resource in Buller has seen the productivity gains maintained in the last week.
<b>Remedial Actions Underway</b>	Our Service Partners have been working to an intensive plan to increase aged WIP throughput, which is clear in the complex cycle times.

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