



## Weekly Cycle Time Report

Good afternoon

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>	Week of 11 <sup>th</sup> – 17 <sup>th</sup> February 2019
<b>Location(s)</b>	Gisborne
<b>Summary of impact</b>	We recently had a small number of aged orders complete within this POI, and these orders have been impacted by the holiday period which has increased the median. We are focusing on aged orders in Gisborne.
<b>Current Cycle Time</b>	Simple (40 orders) – 6 days Complex (4 orders) - 91 days
<b>Estimated Date of Resolution</b>	We expect the median cycle time to be below the threshold by the end of March 2019
<b>Remedial Actions Underway</b>	Continued action on aged profile

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<b>Date</b>	Week of 11 <sup>th</sup> – 17 <sup>th</sup> February 2019
<b>Location(s)</b>	Hamilton
<b>Summary of impact</b>	We recently had a number of aged orders complete within this POI. We are focusing on aged orders in Hamilton, and expect this area to move in and out of band over the next 1-2 months while we work through the backlog.
<b>Current Cycle Time</b>	Simple (19 orders) – 14 days Complex (8 orders) – 93 days
<b>Estimated Date of Resolution</b>	We expect median cycle time to be below the threshold by the end of March 2019
<b>Remedial Actions Underway</b>	Continued focus on aged profile. As these volumes are quite low, there can be weekly fluctuations based on which orders are completed.

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<b>Date</b>	Week of 11 <sup>th</sup> – 17 <sup>th</sup> February 2019
<b>Location(s)</b>	Invercargill
<b>Summary of impact</b>	There has been an influx of new connection and migration orders beyond the usual forecasted numbers. This has caused a spike in Invercargill's cycle time. The incoming volumes are now back to standard levels, however there is a backlog of aged orders as a result.
<b>Current Cycle Time</b>	Simple (52 orders) – 13 days Complex (5 orders) – 111 days
<b>Estimated Date of Resolution</b>	End of March 2019
<b>Remedial Actions Underway</b>	Our Service Partner in the area is working through the build-up of aged orders.

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<b>Location(s)</b>	Napier/Hastings
<b>Summary of impact</b>	We are currently working through the aged order volume. While this is tracking down, we are expecting this will take longer than the original timeframe, and we are extending this estimate from the end of February to March
<b>Current Cycle Time</b>	Simple (111 orders) – 21 days Complex (21 orders) – 97 days
<b>Estimated Date of Resolution</b>	We expect to be back in band in March
<b>Remedial Actions Underway</b>	Continued action on aged profile.

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<b>Date</b>	Week of 11 <sup>th</sup> – 17 <sup>th</sup> February 2019
<b>Location(s)</b>	Nelson
<b>Summary of impact</b>	<p>There are a few drivers for extended Cycle Times within this POI. In Nelson there is a 14 day lead time for council approvals which drives up the cycle time for Complex work.</p> <p>There is also a flow on effect of orders delayed that were pending Mark Outs by the local power company.</p> <p>There has been good progress clearing old orders in this POI with the majority of open Complex orders being under 75 days.</p> <p>We also predict this POI's plan will be subject to future variation given the current emergency fire situation and restrictions on high risk work in the area putting pressure on simple and complex orders.</p>
<b>Current Cycle Time</b>	Simple (82 orders) – 25 days Complex (22 orders) – 91 days
<b>Estimated Date of Resolution</b>	We expect median cycle time to be below the threshold by the End of February 2019
<b>Remedial Actions Underway</b>	Resources have been moved into the area to focus on the aged orders and reduce the cycle time. The cycle time has been trending down overall



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<b>Location(s)</b>	Palmerston North
<b>Summary of impact</b>	We recently had a small number of aged orders complete within this POI, and these orders have been impacted by the holiday period which has increased the median. We are focusing on aged orders in Palmerston North.
<b>Current Cycle Time</b>	Simple (73 orders) – 21 days Complex (19 orders) - 104 days
<b>Estimated Date of Resolution</b>	We expect the median cycle time to be below the threshold by the end of March 2019
<b>Remedial Actions Underway</b>	Continued focus on aged WIP

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<b>Location(s)</b>	Whakatane
<b>Summary of impact</b>	We recently had a small number of aged orders complete.
<b>Current Cycle Time</b>	Simple (10 orders) – 12 days Complex (9 orders) – 90 days
<b>Estimated Date of Resolution</b>	Due to low volume this POI is susceptible to fluctuations in Median Cycle Time.  We expect median cycle time to be below the threshold by the end of March
<b>Remedial Actions Underway</b>	We are working through the aged WIP in this POI

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