

# Weekly Cycle Time Report

Chorus Customer Notification

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 13 <sup>th</sup> to 19 <sup>th</sup> January
<b>Location(s)</b>	Glenfield / Mayoral Drive / Mt. Eden
<b>Summary of impact</b>	Auckland has seen an increase in median cycle time as lower volumes of orders are placed and completed, due to the seasonal drop off around the holidays. The lower volume has driven the cycle time up with fewer new orders being completed, and work restrictions over the break adding to the age of existing orders. Service Companies will now work through the backlog.
<b>Current Cycle Time</b>	Simple (848 orders) – 17 days Complex (216 orders) – 76 days
<b>Estimated Date of Resolution</b>	We expect median cycle time to be below the threshold by the End of March 2020
<b>Remedial Actions Underway</b>	Service Companies will be allocating specialist crews to work on older orders to reduce the backlog of aged WIP

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<b>Location(s)</b>	Invercargill
<b>Summary of impact</b>	We've had a restriction on climbing poles enacted by the local power company for 6 weeks. This restriction has been lifted and we are clearing the aged orders that we couldn't progress. We've also seen a decrease in incoming volumes in Invercargill over the holiday period
<b>Current Cycle Time</b>	Simple (78 orders) – 29 days Complex (8 orders) – 192 days
<b>Estimated Date of Resolution</b>	We expect median cycle time to be below the threshold by the End of January 2020
<b>Remedial Actions Underway</b>	Working through aged Complex WIP that was previously on hold.

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<b>Location(s)</b>	Napier / Hastings
<b>Summary of impact</b>	The Aged profile in Napier/Hastings is tracking OK. However we've had an increase in overall incoming volume due to UFB2 towns coming online and we have recently lost some local resource. We are currently in the process of replacing these crews to support the clearing of aged complex orders.
<b>Current Cycle Time</b>	Simple (81 orders) – 28 days Complex (3 orders) – 138 days
<b>Estimated Date of Resolution</b>	We expect median cycle time to be below the threshold by the end of February 2020
<b>Remedial Actions Underway</b>	Bringing in resource from Auckland starting on Monday next week, this was delayed due to the holiday period

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<b>Location(s)</b>	Nelson
<b>Summary of impact</b>	The WIP volume and incoming orders for Nelson is tracking down consistently. The lower incoming volume combined with a focus on aged orders means there is less of a mix of orders being completed and this is driving the median cycle time up. The aged order profile is tracking down overall.
<b>Current Cycle Time</b>	Simple (51 orders) – 11 days Complex (12 orders) – 108 days
<b>Estimated Date of Resolution</b>	We expect median cycle time to be below the threshold by the end of February 2020
<b>Remedial Actions Underway</b>	Continued action on aged profile

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<b>Location(s)</b>	Oamaru
<b>Summary of impact</b>	The Simple WIP within Oamaru is low volume and overall in a good state. The reason it has gone out of band is due to a small number of aged orders completing in two consecutive weeks
<b>Current Cycle Time</b>	Simple (7 orders) – 30 days Complex (1 orders) – 163 days
<b>Estimated Date of Resolution</b>	N/A - the low volume within this POI, we can see that cycle time may fluctuate over coming weeks.
<b>Remedial Actions Underway</b>	N/A

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<b>Location(s)</b>	Palmerston North
<b>Summary of impact</b>	We've seen a decrease in incoming volumes for Palmerston North. This has changed the order mix that's inflight for the area, combined with a local focus on aged orders has driven the cycle time up.
<b>Current Cycle Time</b>	Simple (65 orders) – 10 days Complex (6 orders) – 102 days
<b>Estimated Date of Resolution</b>	End of February 2020
<b>Remedial Actions Underway</b>	Continued focus on aged orders

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<b>Date</b>	Week of 13 <sup>th</sup> to 19 <sup>th</sup> January
<b>Location(s)</b>	Queenstown
<b>Summary of impact</b>	This is a large geographic area and with new cabinets being released with the UFB2 rollout. This has created an influx of orders resulting in Complex build activity requiring skilled build crews. Our Service Partners are bringing on more resource starting early December and are working through challenges such as Christmas shut down periods and accommodation requirements.
<b>Current Cycle Time</b>	Simple (75 orders) – 26 days Complex (18 orders) – 122 days
<b>Estimated Date of Resolution</b>	End of February 2020
<b>Remedial Actions Underway</b>	Our Service Partners are going to increase resource in this POI, moving resource from other parts of the South Island.

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<b>Location(s)</b>	Rotorua
<b>Summary of impact</b>	Rotorua is a low volume area with typically a small number of orders inflight/completing. Rotorua recently had a small number of aged orders completing and this drove the median Cycle Time to be out of band.
<b>Current Cycle Time</b>	Simple (24 orders) – 14 days Complex (4 orders) – 180 days
<b>Estimated Date of Resolution</b>	N/A – due to the low volume in Rotorua, the cycle time performance may fluctuate in and out of band
<b>Remedial Actions Underway</b>	Continued action on aged profile

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<b>Location(s)</b>	Tauranga
<b>Summary of impact</b>	We have recently seen a higher than expected influx of incoming volume for the Tauranga POI. This was due to multiple UFB2 Locations becoming available to order against. This caused extended lead times in some areas and orders have aged as a result. We are also working through Network Build issues with our local service partners
<b>Current Cycle Time</b>	Simple (31 orders) – 9 days Complex (8 orders) – 95 days
<b>Estimated Date of Resolution</b>	We expect median cycle time to be below the threshold by the End of January 2020
<b>Remedial Actions Underway</b>	Additional crews have been relocated to the area to support the incoming volume

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<b>Date</b>	Week of 6 <sup>th</sup> to 12 <sup>th</sup> January
<b>Location(s)</b>	Wellington / Porirua
<b>Summary of impact</b>	Over the recent weeks we've seen an increase in orders relating to MDUs that require specific management and subject to customer variations i.e. apartments, or retirement villages. Those in Wellington Central city present other challenges such as restrictions. We've also seen a drop in overall WIP in wellington, and we are starting to see the volume of orders completed as things slow down over the holiday period
<b>Current Cycle Time</b>	Simple (252 orders) – 31 days Complex (40 orders) – 105 days
<b>Estimated Date of Resolution</b>	End of Feb 2020, however this will also be subject to incoming volumes
<b>Remedial Actions Underway</b>	Continued focus on aged orders

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