

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.

Date	Week of 10 rd to 16 th February
Location(s)	Dunedin / South Dunedin
Summary of impact	The WIP volume and incoming orders for Dunedin 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.
Current Cycle Time	Simple (32 orders) – 17 days Complex (4 orders) – 128 days
Estimated Date of Resolution	We expect median cycle time to be below the threshold by the End of Feb 2020
Remedial Actions Underway	Continued focus on aged orders within Dunedin

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Date	Week of 10 rd to 16 th February
Location(s)	Glenfield / Mayoral Drive / Mt. Eden
Summary of impact	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 have recently closed off some aged build sites and these will now be connected.
Current Cycle Time	Simple (835 orders) – 14 days Complex (280 orders) – 91 days
Estimated Date of Resolution	We expect median cycle time to be below the threshold by the End of March 2020
Remedial Actions Underway	Service Companies will be allocating specialist crews to work on older orders to reduce the backlog of aged WIP

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Date	Week of 10 rd to 16 th February
Location(s)	Hamilton
Summary of impact	We've had a sharp update in incoming WIP from some of the more remote regions within the Hamilton POI. This may cause further cycle time increases as this WIP matures.
Current Cycle Time	Simple (77 orders) – 21 days Complex (6 orders) – 118 days
Estimated Date of Resolution	We expect median cycle time to be below the threshold by the End of April 2020
Remedial Actions Underway	We have some resource coming from Auckland to Hamilton to undertake this work.

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Date	Week of 10 rd to 16 th February
Location(s)	Invercargill
Summary of impact	Our inflight order volume and incoming rate in Invercargill has recently dropped significantly. We also have some pressure in remote areas like Te Anau where we have to resource with week on – week off strategies.
Current Cycle Time	Simple (66 orders) – 20 days Complex (9 orders) – 118 days
Estimated Date of Resolution	We expect median cycle time to be below the threshold by the End of March 2020
Remedial Actions Underway	Working through aged Complex WIP that was previously on hold.

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Date	Week of 10 rd to 16 th February
Location(s)	Napier / Hastings
Summary of impact	We've faced some challenges in the Napier/Hastings region with design resource causing cycle time to grow. This constraint has been addressed but we are now working through the build WIP. We are bringing in additional crews to resource civil works.
Current Cycle Time	Simple (131 orders) – 36 days Complex (25 orders) – 122 days
Estimated Date of Resolution	We expect median cycle time to be below the threshold by the end of April 2020
Remedial Actions Underway	Bringing in resource from Auckland starting on Monday next week, this was delayed due to the holiday period

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Date	Week of 10 rd to 16 th February
Location(s)	Nelson
Summary of impact	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.
Current Cycle Time	Simple (54 orders) – 14 days Complex (5 orders) – 105 days
Estimated Date of Resolution	We expect median cycle time to be below the threshold by the end of March 2020
Remedial Actions Underway	Continued action on aged profile

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Date	Week of 10 rd to 16 th February
Location(s)	Queenstown
Summary of impact	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 have brought on more resource into this area with now the right number of crews, but they are working through the backlog.
Current Cycle Time	Simple (67 orders) – 18 days Complex (17 orders) – 183 days
Estimated Date of Resolution	End of April 2020
Remedial Actions Underway	Our Service Partners are going to increase resource in this POI, moving resource from other parts of the South Island.

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Date	Week of 10 rd to 16 th February
Location(s)	Rotorua
Summary of impact	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.
Current Cycle Time	Simple (28 orders) – 21 days Complex (4 orders) – 105 days
Estimated Date of Resolution	N/A – due to the low volume in Rotorua, the cycle time performance may fluctuate in and out of band
Remedial Actions Underway	Continued action on aged profile

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Date	Week of 10 rd to 16 th February
Location(s)	Tauranga
Summary of impact	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
Current Cycle Time	Simple (30 orders) – 10 days Complex (3 orders) – 68 days
Estimated Date of Resolution	We expect median cycle time to be below the threshold by the End of March 2020
Remedial Actions Underway	Additional crews have been relocated to the area to support the incoming volume

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Date	Week of 10 rd to 16 th February
Location(s)	Wellington / Porirua
Summary of impact	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. The build work is underway for some challenging locations. We've also seen a drop in overall WIP in wellington.
Current Cycle Time	Simple (341 orders) – 29 days Complex (50 orders) – 98 days
Estimated Date of Resolution	End of March 2020, however this will also be subject to incoming volumes
Remedial Actions Underway	Bringing in additional resource from other parts of the North Island

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Date	Week of 10 rd to 16 th February
Location(s)	Whakatane
Summary of impact	We've seen a strong customer uptake after the release of cabinets caused many addresses to become Fibre ready. This has caused Whakatane's WIP to triple over October/November. Our Service Partners are working through the orders and have got additional resource in the area with more starting shortly. Progress is being made against the backlog with the aged WIP slowly trending down over the last 3 weeks.
Current Cycle Time	Simple (42 orders) – 26 days Complex (4 orders) – 109 days
Estimated Date of Resolution	End of April 2020, subject to incoming volumes
Remedial Actions Underway	Additional crews brought into the area to complete WIP.

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Date	Week of 10 rd to 16 th February
Location(s)	Whangarei
Summary of impact	We recently lost some local resource, and this has caused the Cycle Time to grow. We're in the process of recruiting and cross training in the area.
Current Cycle Time	Simple (28 orders) – 13 days Complex (10 orders) – 104 days
Estimated Date of Resolution	End of March 2020
Remedial Actions Underway	Working to increase the local resource in the POI to work through the backlog

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