

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 9 th – 15 th November
Location(s)	Blenheim
Summary of impact	Blenheim is a typically low volume POI but has had a significant increase in incoming WIP. Blenheim has also faced resource challenges which are currently being explored by our local Service Company. The increase in resource in the area should increase order completion over the coming months but will also drive cycle time up as volume is worked through.
Current Cycle Time	Simple (33 orders) – 41 days Complex (5 orders) – 89 days
Estimated Date of Resolution	Our best estimate is Blenheim will be back in band by the end of November, subject to incoming volumes.
Remedial Actions Underway	Our local Service Company have added two crews over September and will add a further crew from October 19 th to support connect activity.

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Date	Week of 9 th – 15 th November
Location(s)	Dunedin / South Dunedin
Summary of impact	There has been a consistent decline in incoming Complex volume for the Dunedin / South Dunedin POI. The aged WIP total is quite low but the overall WIP is half what it was this time last year. Each week we see more orders completed than orders created. Our Service partners will continue to work on the oldest orders, but cycle time may stay out of band longer, subject to incoming order volumes.
Current Cycle Time	Simple (36 orders) – 19 days Complex (4 orders) – 109 days
Estimated Date of Resolution	Our best estimate is it will be back in band by the end of January subject to incoming volumes.
Remedial Actions Underway	Continued action against aged orders

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Date	Week of 9 th – 15 th November
Location(s)	Levin
Summary of impact	Levin is typically a very low volume area. A crew recently cleaned up a group of old orders, leading to a spike in Complex throughput (highest in 18 months). This included a number of aged orders leading to cycle time going out of band.
Current Cycle Time	Simple (37 orders) – 11 days Complex (8 orders) – 84 days
Estimated Date of Resolution	Due to the low volume, this POI may fluctuate in and out of band over the coming months
Remedial Actions Underway	N/A

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Date	Week of 9 th – 15 th November
Location(s)	Nelson
Summary of impact	Nelson has had an increase in incoming volume across simple and complex WIP and our local service company are looking at resourcing options and process improvements to drive orders through to completed. The Complex WIP profile is currently in a good position but progress is required against the backlog.
Current Cycle Time	Simple (52 orders) – 51 days Complex (9 orders) – 62 days
Estimated Date of Resolution	Our best estimate is Nelson will be back in band by the end of November, subject to incoming volumes.
Remedial Actions Underway	Our local Service Company are in the process of recruiting/onboarding resource for connect activity in the Nelson area. They will then try bringing orders forward with this capacity, which might temporarily drive cycle time up.

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Date	Week of 9 th – 15 th November
Location(s)	Wellington / Porirua
Summary of impact	Over the year we have seen a consistent decline in incoming Complex volume for the Wellington / Porirua POI. We have been completing more orders than are being created every week, so although the overall aged profile is dropping, there are not as many new orders to balance it out which means cycle time has risen. The Service Company will continue to work on the oldest orders, but cycle time may stay out of band longer, subject to incoming order volumes.
Current Cycle Time	Simple (224 orders) – 20 days Complex (34 orders) – 78 days
Estimated Date of Resolution	Our best estimate is Wellington will be back in band by the end of December, subject to incoming volumes.
Remedial Actions Underway	Continued action against aged profile in Wellington

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Date	Week of 9 th – 15 th November
Location(s)	Whakatane
Summary of impact	Whakatane is a low volume area for complex WIP and recently had a small number of aged orders complete. The overall WIP profile of Whakatane is looking good. Looking ahead for Whakatane, we will be bringing on board more resource before Christmas to prepare for more cabinets being released and therefore an increase in incoming orders. We expect the volumes for Whakatane to increase shortly.
Current Cycle Time	Simple (28 orders) – 10 days Complex (8 orders) – 65 days
Estimated Date of Resolution	Our best estimate is it will take until the end of December before the cycle time for this POI is back in band, but low volume areas can fluctuate in and out of band until volume is more steady.
Remedial Actions Underway	Continued action against WIP, more resource coming on board to prepare for more orders coming in.

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