

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 30 th November – 6 th December
Location(s)	Palmerston North
Summary of impact	Palmerston North recently had a small amount of aged orders complete which caused a spike in cycle time. The overall WIP profile of Palmerston North is on track and is not of concern, this recent spike is not reflective of it.
Current Cycle Time	Simple (43 orders) – 12 days Complex (5 orders) – 74 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

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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Date	Week of 30 th November – 6 th December
Location(s)	Rotorua
Summary of impact	Over the year we have seen a consistent decline in incoming Complex volume for the Rotorua POI, it has now reached a 12-month low. 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 and end of year brown out activity.
Current Cycle Time	Simple (31 orders) – 14 days Complex (9 orders) – 73 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 30 th November – 6 th December
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 (35 orders) – 26 days Complex (10 orders) – 66 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 steadier.
Remedial Actions Underway	Continued action against WIP, more resource coming on board to prepare for more orders coming in.

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