

EDDC Contractual KPI's

Select Month
July 2019



Repair KPI's

100% R1 Customer Satisfaction	0% R2 Recalls	87% R3 Right First Time	(Blank) R4 Post Inspection	97% R5 Repairs Completed on Target	5 R6 Average Repair Completion Time (Routine)	92% R7 Appointments Kept	5% R8 Orders Issued and Overdue	15% R9 Priority Repair Ratio
279 Satisfied Q	(Blank) No. Recalls	749 Completed same day	(Blank) Passed Inspections	836 Jobs Completed on Target	3698 Overall Days to Complete	951 Appointments Kept	19 Overdue Orders	130 P1 Jobs Completed
280 Completed Q	865 Jobs Completed		(Blank) Post Inspections in Period	865 Jobs Completed	734 Routine Jobs Completed	1031 Appointments Made	359 Incomplete Orders	864 P1and2 Jobs Completed

EDDC Contractual KPI's

Select Month
August 2019



Repair KPI's

98% R1 Customer Satisfaction	0% R2 Recalls	84% R3 Right First Time	100% R4 Post Inspection	95% R5 Repairs Completed on Target	8 R6 Average Repair Completion Time (Routine)	93% R7 Appointments Kept	24% R8 Orders Issued and Overdue	12% R9 Priority Repair Ratio
250 Satisfied Q	0 No. Recalls	721 Completed same day	40 Passed Inspections	813 Jobs Completed on Target	6106 Overall Days to Complete	1050 Appointments Kept	90 Overdue Orders	100 P1 Jobs Completed
255 Completed Q	858 Jobs Completed		40 Post Inspections in Period	858 Jobs Completed	758 Routine Jobs Completed	1130 Appointments Made	378 Incomplete Orders	858 P1and2 Jobs Completed