

Structured Settlements Monthly Scorecard

Sarah Sullivan

December - 2017



 Manulife



Month	Attendance	Overtime	NPT Hours	Processing Time	Total Transactions	Rate of Production	Processing Quality	Total Utilization	Efficiency
January	22	2	3	72.19	812	46.28%	100%	57.18%	51.94%
February	20	0	0	61.89	760	44.21%	100%	44.21%	44.21%
March	23	0	0	111.9	969	69.51%	99.21%	69.51%	69.51%
April	20	0	20.73	122.22	977	87.3%	99.64%	102.11%	102.48%
May	23	0	10	122.67	1039	76.2%	100%	96.07%	95.1%
June	22	0	0	87.89	621	57.08%	98.06%	70.71%	66.09%
July	21	0	1	0	0	0%	0%	0.69%	0%
August	23	0	5.58	42.32	324	26.29%	100%	37.21%	29.51%
September	21	0	0	0	0	0%	0%	0%	0%
October	22	0	0	0	0	0%	0%	0%	0%
November	0	0	0	0	0	0%	0%	0%	0%
December	0	0	0	0	0	0%	0%	0%	0%
Total	0	0	0	0	0	0%	0%	0%	0%

Highlights

