

Agenda

The scope of this report is to analyze the Stewart Organizations' last 12 months of call response times SLAs to ensure the performance goals and to find the best and worst technicians, and the branches that are showing poor performance in achieving the 90-minute response time (SLA) that has been guaranteed to the customer. This report also includes the monthly percentage of billings/losses for not meeting the 90-minute response time criteria.

It also includes in finding any trends in the delay of response times or technician performance based on the data visualization worksheets and dashboards that will show in the further pages.

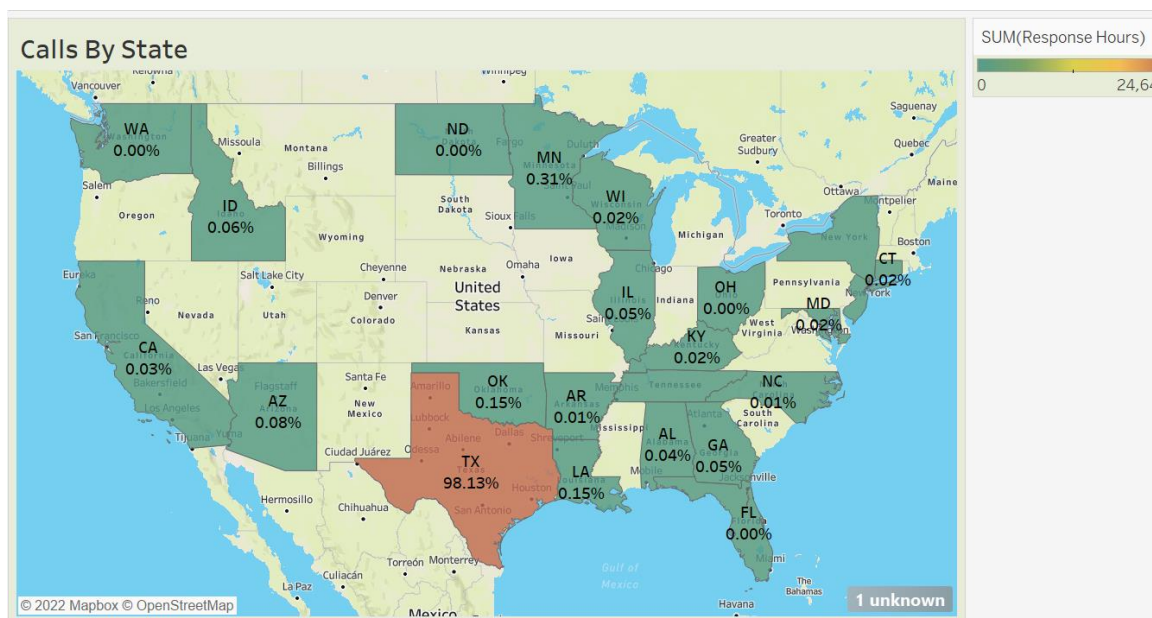
Scope of this Report

The analysis provided in this report includes the following:

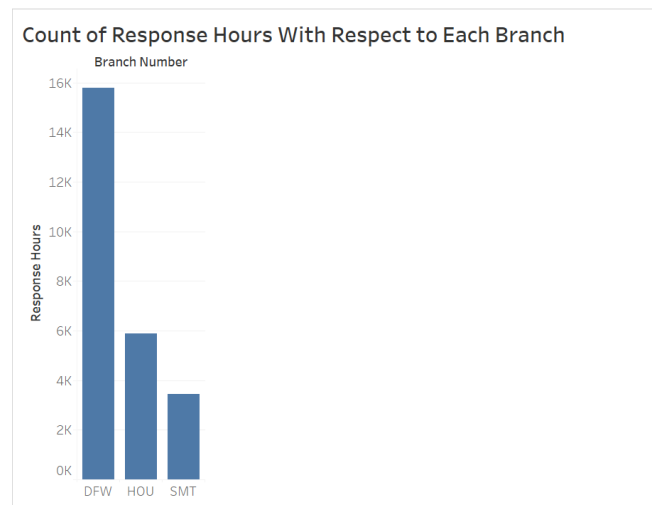
- Identifying the major locations/branches of service calls
- Total response hours with respect to branch and call type respectively
- Liability amount YTD and Liability amount each month last 12 months
- Customer with the highest credit back or customer with the highest response hours
- Correlation between response hours and the number of technicians
- Correlation between Liability and the count of response hours

Identifying the major locations of Service calls

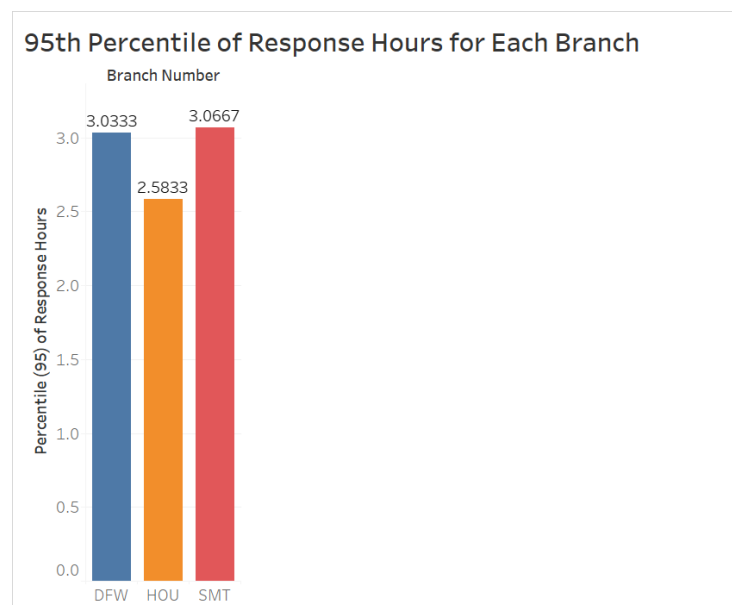
Through the data visualization, we are trying to identify the state which is spending maximum response hours and it is identified that 'Texas' is the only state that is taking response hours of 24,462 hours (98%) of the overall response hours across the country.



We are initially identifying the branch which has the maximum count of response hours and it found that the branch 'DFW' is having the maximum number of response hours.



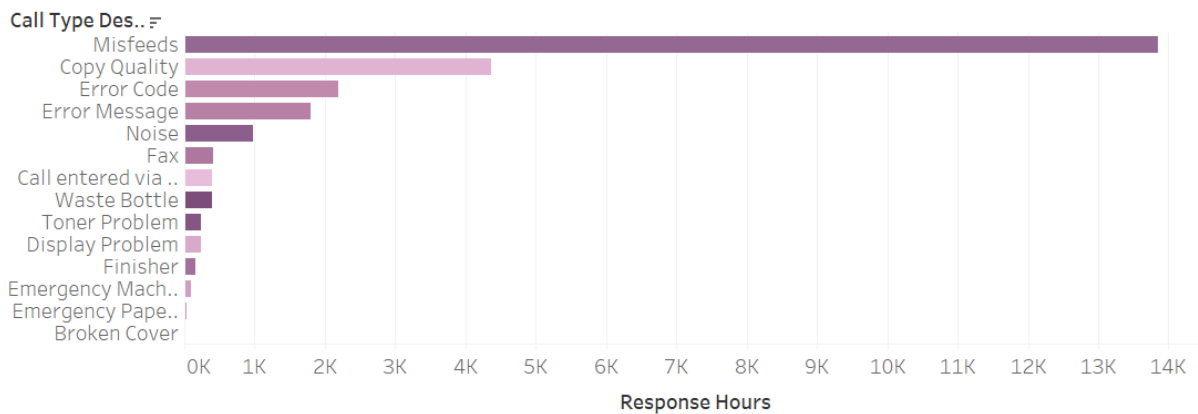
To identify the branch which is showing a trend of not meeting the 90-minute response time, we are finding the 95th percentile of response hours of the 3 branches, and it is evident that all three branches are having a 95th percentile of response hours above 1.5 hours as guaranteed to the customers and among which the branch 'SMT' has 3.0667 hours as the 95th percentile showing that 95% of the time the branch 'SMT' is showing taking a response time of 3.0667 which is a poor performance.



Identifying the call type where the response hours count is maximum

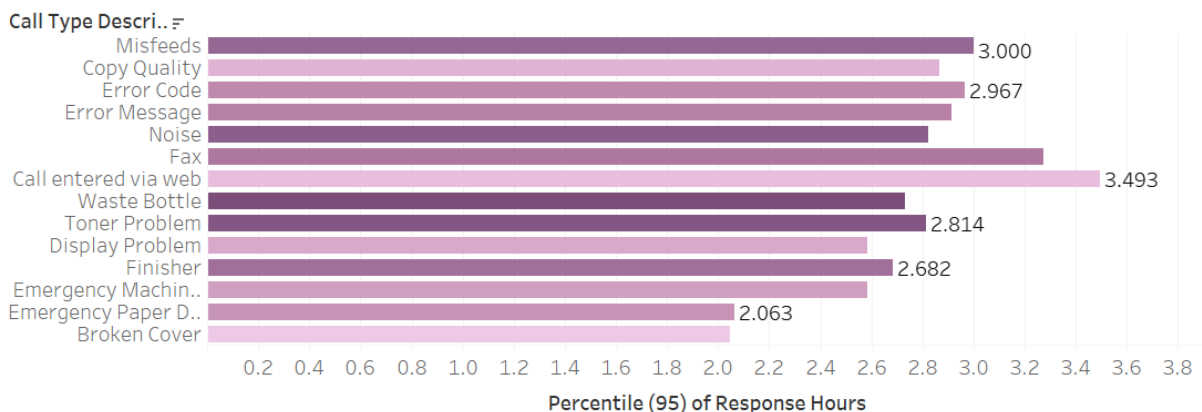
To identify the root cause of the delay we are further investigating the type of calls that are taking the maximum response and among which it is found that the call type 'Misfeeds'

Hours Spent in Each Call Type



We are further trying to find the type of call which has a trend of taking more than 1.5 hours of response times and it is found that the call type 'call entered via web' is having 95th of 3.493 hours of response time. But our main area of concentration is to identify the call type which has the maximum count of response hours which can help in reducing the loss that is being created due to the 1% credit back offer to the customer in failing the criteria, that is the call type 'Misfeed' and it is evident that 95 percent of the time we are closing the ticket in call type 'Misfeed' in 3 hours which is above the speculated time period of 1.5 hours.

95th Percentile of Response Hours of Each Call Type

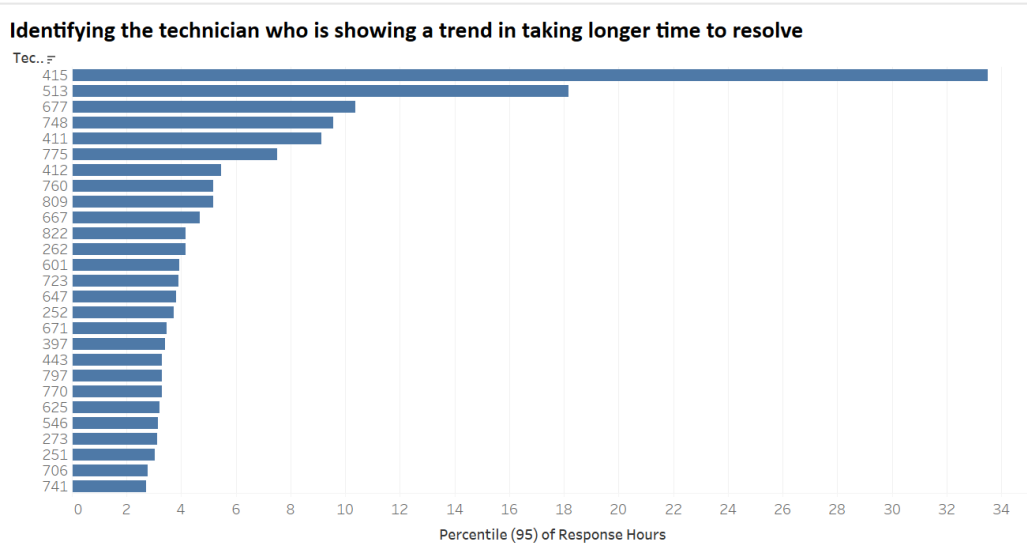


Identifying the Technician's Performance

Throughout this report, we are finding the 95th percentile of the measure as it is a better approach to finding the best and worst performers of each category. The below data visualization picture

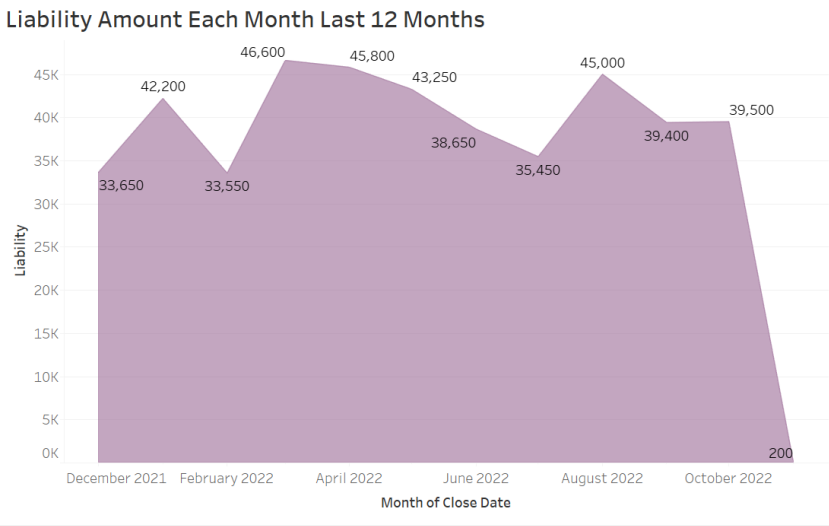
shows that the technician with their response times 95th percent of the time and we can see the trend that all the technicians are taking more than 2 hours of response times.

We are trying the find the top 10 best and worst performers which are as shown below.



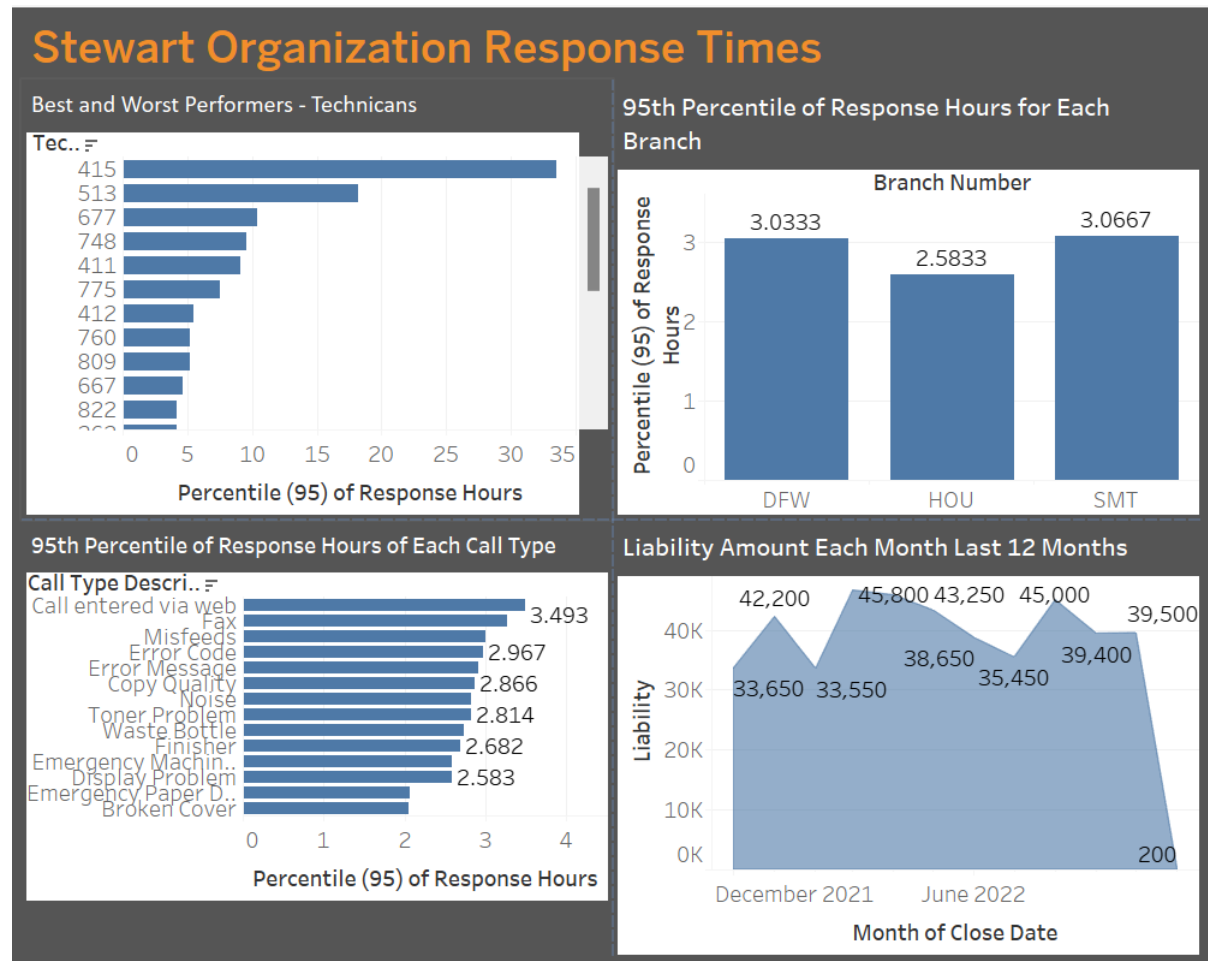
Liability Amount for the Past 12 months

This is the amount that is been lost by the company due to the delay in response times for the closure for the past 12 months.



Analyzing the Stewart Organization Response Times

Below is the dashboard which would help in a better understanding of the overall performance of the company for the past 12 months and the expected root causes that might be creating most of the loss to the company.



Conclusion:

Through this data visualization analysis, we have identified the root causes and the trends in the performance of technicians who are showing poor performance with 95 percent of the time taking a response time of 3 hours and the type of calls that are consuming the maximum response time as 'Misfeed' and the branch that is creating the maximum loss to the company due to the failure of meeting the 90-minute response time criteria as 'SMT'.