Metric 4 by Supervisor

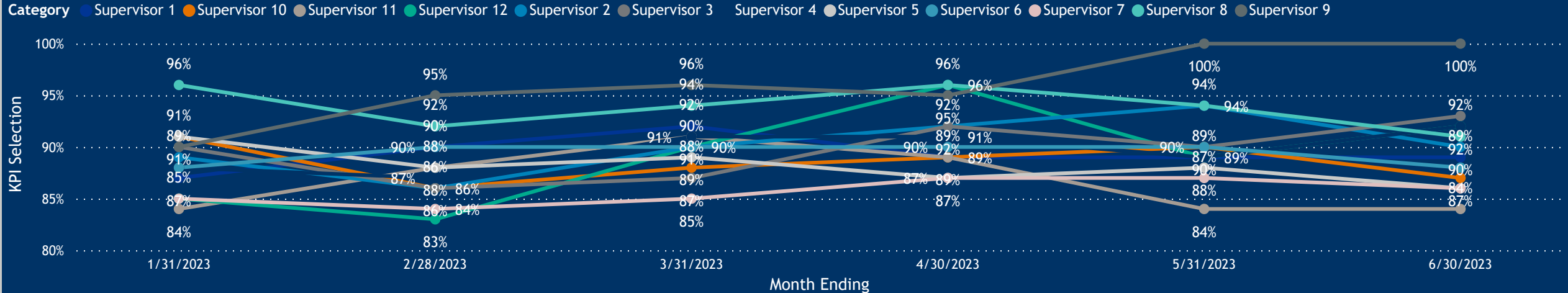| 4.03% % of Errors	Month En... 6/30/2023	Location All	Employee All	Indicat... YTD	Supervisor All	View By Supervisor	KPI Selecti... Metric 4

Category: ● Supervisor 1 ● Supervisor 10 ● Supervisor 11 ● Supervisor 12 ● Supervisor 2 ● Supervisor 3 ● Supervisor 4 ● Supervisor 5 ● Supervisor 6 ● Supervisor 7 ● Supervisor 8 ● Supervisor 9

Employee	# Days Worked	State	Location	Type	Supervisor	Tickets Completed	Orders Completed	# Orders Completed Per Day	Output Points	Commitments Met (Day)	Appointments Met	Left in Fault	OOS MTTR	Metric 1	Metric 2	Metric 3	Metric 4
Employee 131	21	State 3	Location 13	Type 1	Supervisor 4	2253	7093	337.76	21599	98%	91%	5%	71.56 ▲	10.00 ▬	7% ▲	13% ▲	89%
Employee 47	5	State 2	Location 10	Type 1	Supervisor 1	20	87	17.40	202	100%	99%	6%	49.47 ▲	8.15 ▲	7% ▲	15% ▲	92%
Employee 152	12	State 1	Location 32	Type 1	Supervisor 6	46	110	9.17	303	100%	95%	0%	44.68 ▼	10.73 ▬	3% ▲	4% ▲	92%
Employee 42	10	State 1	Location 21	Type 1	Supervisor 5	9	91	9.10	236	100%	96%	2%	83.36 ▲	8.90 ▲	11% ▬	0% ▲	88%
Employee 51	5	State 2	Location 20	Type 1	Supervisor 1	2	35	7.00	96	97%	95%	0%	67.84 ▲	12.82 ▬	6% ▬	0% ▲	82%
Employee 108	15	State 5	Location 33	Type 1	Supervisor 2	10	88	5.87	220	100%	100%	2%	77.37 ▲	9.70 ▲	8% ▲	20% ▲	89%
Employee 107	16	State 5	Location 33	Type 1	Supervisor 2	16	87	5.44	199	100%	96%	4%	0.00 ▲	12.89 ▲	8% ▬	0% ▲	91%
Employee 86	16	State 5	Location 33	Type 1	Supervisor 2	21	82	5.13	192	99%	90%	0%	26.22 ▲	9.21 ▲	5% ▼	5% ▲	90%
Employee 73	20	State 3	Location 3	Type 1	Supervisor 4	13	98	4.90	229	99%	97%	0%	0.00 ▲	11.17 ▲	5% ▬	0% ▲	96%
Employee 127	13	State 5	Location 31	Type 1	Supervisor 11	24	62	4.77	177	99%	72%	3%	48.76 ▼	5.94 ▲	10% ▬	4% ▲	85%
Employee 123	17	State 5	Location 14	Type 1	Supervisor 10	25	79	4.65	199	99%	99%	0%	54.05 ▲	12.94 ▲	5% ▲	4% ▲	88%
Total	27					3972	11505	426.11	35475	97%	89%	7%	57.18 ▲	7.13 ▲	6% ▲	11% ▲	88%

Month En... 6/30/2023 | Location All | Employee All | Indicat... MTD | KPI Selecti... Metric 4

Metric 4 by Employee

Tech Name ● Employe... ● Employe... ● Employe... ● Employe... ● Employe... ● Employe... ● Employe... ● Employe... ● Employe... ● Employe... ● Employe... ● Employe... ● Employe... ● Employe... ● Employe... ● Employe...

KPI Selection — Month Ending: 1/31/2023, 2/28/2023, 3/31/2023, 4/30/2023, 5/31/2023, 6/30/2023

Employee	# Days Worked	State	Location	Type	Supervisor	Tickets Completed	Orders Completed	# Orders Completed Per Day	Output Points	Commitments Met (Day)	Appointments Met	Left in Fault	OOS MTTR	Metric 1	Metric 2	Metric 3	Metric 4
Employee 131	21	State 3	Location 13	Type 1	Supervisor 4	2253	7093	337.76	21599	98%	91%	5%	71.56 ▼	10.00 ▲	7%	13% ▬	89%
Employee 47	5	State 2	Location 10	Type 1	Supervisor 1	20	87	17.40	202	100%	99%	6%	49.47 ▲	8.15 ▲	7%	15% ▲	92% ▲
Employee 152	12	State 1	Location 32	Type 1	Supervisor 6	46	110	9.17	303	100%	95%	0%	44.68 ▼	10.73 ▬	3% ▲	4% ▲	92% ▼
Employee 42	10	State 1	Location 21	Type 1	Supervisor 5	9	91	9.10	236	100%	96%	2%	83.36 ▼	8.90 ▲	11% ▼	0% ▽	88% ▽
Employee 51	5	State 2	Location 20	Type 1	Supervisor 1	2	35	7.00	96	97%	95%	0%	67.84 ▲	12.82 ▬	6% ▬	0% ▽	82% ▽
Employee 108	15	State 5	Location 33	Type 1	Supervisor 2	10	88	5.87	220	100%	100%	2%	77.37 ▲	9.70 ▲	8% ▽	20% ▽	89% ▽
Employee 107	16	State 5	Location 33	Type 1	Supervisor 2	16	87	5.44	199	100%	96%	4%	0.00 ▲	12.89 ▲	8% ▼	0% ▼	91% ▼
Employee 86	16	State 5	Location 33	Type 1	Supervisor 2	21	82	5.13	192	99%	90%	0%	26.22 ▬	9.21 ▼	5% ▼	5% ▼	90% ▼
Employee 73	20	State 3	Location 3	Type 1	Supervisor 4	13	98	4.90	229	99%	97%	0%	0.00 ▲	11.17 ▲	5% ▼	0% ▲	96%
Employee 127	13	State 5	Location 31	Type 1	Supervisor 11	24	62	4.77	177	99%	72%	3%	48.76 ▼	5.94 ▲	10% ▬	4% ▲	85% ▲
Employee 123	17	State 5	Location 14	Type 1	Supervisor 10	25	79	4.65	199	99%	99%	0%	54.05 ▼	12.94 ▼	5% ▼	4% ▲	88% ▲
Total	27					3972	11505	426.11	35475	97%	89%	7%	57.18 ▼	7.13 ▲	6% ▲	11% ▬	88%

Month En... | All
Year > Month > Day | 2023
YTD as of Month | Jun
Work | All
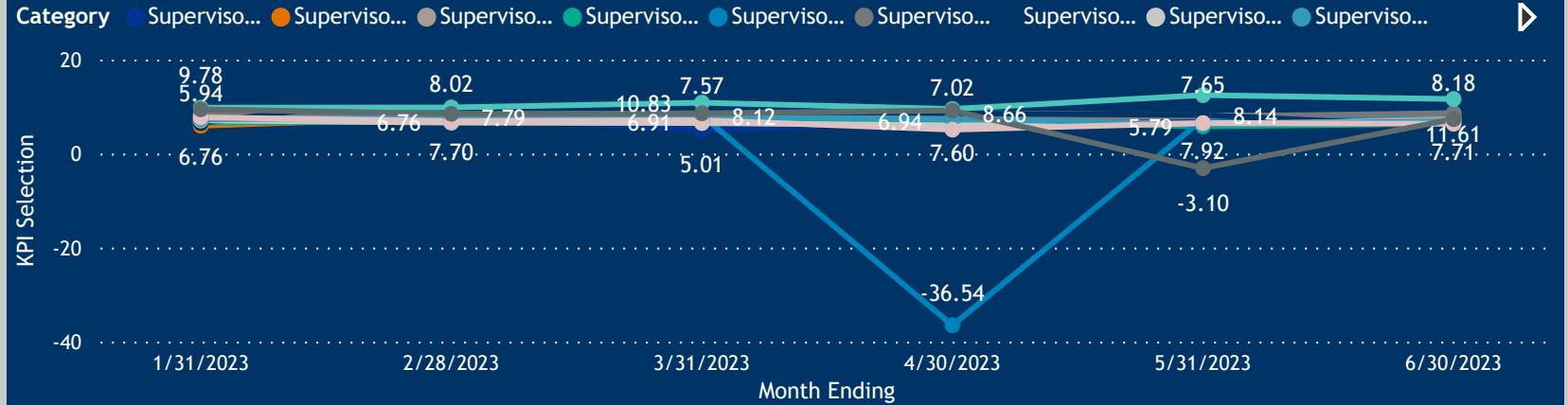Supervisor | All
View By | Supervisor
KPI Selecti... | Metric 1

% of Errors

MTD	4.03%
MTD vs. LY	-77.59%
YTD	6.62%
YTD vs. LY	-63.21%
WTD	3.04%

% Complete

MTD	88.00%
MTD vs. LY	0.00%
YTD	89.00%
YTD vs. LY	0.00%
WTD	88.00%

Metric 1 by Supervisor

Category: Superviso... Superviso... Superviso... Superviso... Superviso... Superviso... Superviso... Superviso... Superviso...

Data point labels along Month Ending axis (1/31/2023 – 6/30/2023):
9.78, 5.94, 6.76 / 8.02, 6.76, 7.79, 7.70 / 7.57, 10.83, 6.91, 8.12, 5.01 / 7.02, 6.94, 8.66, 7.60 / 7.65, 5.79, 8.14, 7.92, -3.10, -36.54 / 8.18, 11.61, 7.71

Y-axis: KPI Selection (20, 0, -20, -40)

State	Metric 1	Metric 2	Metric 3	Metric 4
State 1	7.27	6%	13%	87%
State 12	3.00	4%	50%	92%
State 2	8.31	7%	12%	90%
State 3	6.12	6%	10%	89%
State 4	2.93	6%	0%	88%
State 5	7.86	6%	9%	87%
State 6	11.50	9%	0%	92%
State 7	11.06	5%	0%	89%
State 8	9.50	14%	5%	100%
State 9	6.65	0%	33%	90%
Total	7.12	6%	11%	88%

Supervisor	Tech Count	Orders Completed	Tickets Completed	Commitments Met (Day)	Appointments Met	Left in Fault	Metric 1	Metric 2	Metric 3	Metric 4
Supervisor 1	136	1051	222	98%	95%	3%	8.18	6%	10%	89%
Supervisor 10	136	401	164	97%	88%	4%	7.71	6%	11%	87%
Supervisor 11	136	571	124	96%	89%	3%	7.62	6%	8%	84%
Supervisor 12	136	117	127	98%	88%	9%	6.39	7%	10%	92%
Supervisor 16	136	136	4	99%	93%	1%	3.00	4%	50%	92%
Supervisor 2	136	720	271	97%	89%	3%	8.64	6%	15%	90%
Supervisor 3	136	187	47	99%	86%	0%	8.60	5%	5%	93%
Supervisor 4	136	8260	2592	99%	94%	3%	5.68	5%	12%	92%
Supervisor 5	136	1030	207	97%	86%	10%	6.91	6%	13%	86%
Supervisor 6	136	958	304	99%	93%	5%	6.89	7%	9%	88%
Supervisor 7	136	788	437	97%	86%	8%	6.35	8%	10%	86%
Supervisor 8	136	60	11	100%	100%	0%	11.61	8%	18%	91%
Supervisor 9	136	43	0	98%	88%	0%	7.34	2%	0%	100%
Total	136	14186	4506	98%	90%	5%	7.12	6%	11%	88%

4.16% % of Errors

Area	Week End...	Employee	State	YTD, MTD, WTD
All	6/10/2023	All	All	All

% of Errors Trend
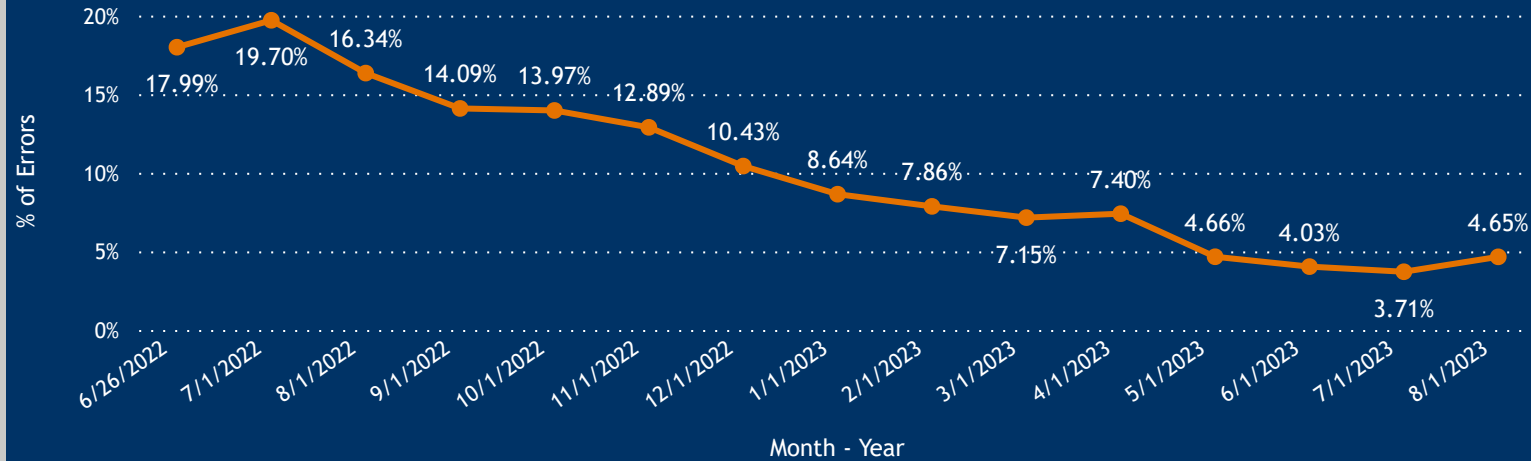
Trend values (Month - Year): 17.99%, 19.70%, 16.34%, 14.09%, 13.97%, 12.89%, 10.43%, 8.64%, 7.86%, 7.15%, 7.40%, 4.66%, 4.03%, 3.71%, 4.65%

Months: 6/26/2022, 7/1/2022, 8/1/2022, 9/1/2022, 10/1/2022, 11/1/2022, 12/1/2022, 1/1/2023, 2/1/2023, 3/1/2023, 4/1/2023, 5/1/2023, 6/1/2023, 7/1/2023, 8/1/2023

Errors by Time Code

Time Code	Value
26	17.69%
25	17.01%
18	12.24%
17	11.56%
15	10.2%
12	8.16%
5	3.4%
4	2.72%
4	2.72%
4	2.72%
4	2.72%
3	2.04%

Time Code legend: Time Code 2, Time Code 18, Time Code 1, Time Code 7, Time Code 3, Time Code 8, Time Code 6, Time Code 23
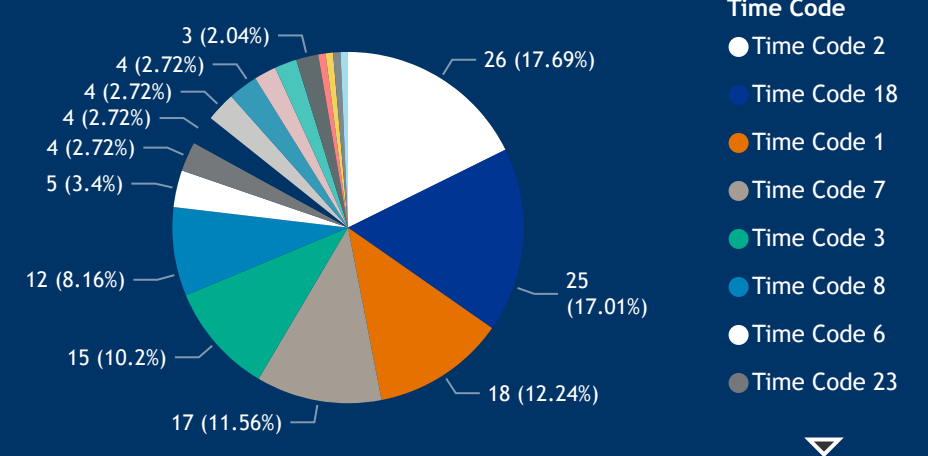
Employee Overview

Supervisor	% of Errors	# Errors	# Lines	# Days Worked
⊟ Supervisor 27	7.57%	14	185	6
⊞ Area 14	9.66%	14	145	6
⊞ Area 15			40	6
⊟ Supervisor 12	6.64%	17	256	6
⊞ Area 5	6.64%	17	256	6
⊟ Supervisor 46	6.19%	12	194	6
⊞ Area 9	6.19%	12	194	6
⊟ Supervisor 23	5.61%	17	303	6
⊞ Area 13	13.73%	7	51	6
⊞ Area 11	3.97%	10	252	6
⊟ Supervisor 48	5.59%	10	179	6
⊞ Area 8	5.59%	10	179	6
Total	**4.16%**	**147**	**3536**	**6**

Employee Error Detail

Date Worked	Order Number	Employee	Time Code	Classification
6/5/2023	108619748	Employee 56	Time Code 1	
6/5/2023	108955661	Employee 176	Time Code 1	
6/5/2023	108991469	Employee 92	Time Code 1	
6/5/2023	109012941	Employee 168	Time Code 1	
6/5/2023	109080952	Employee 96	Time Code 1	
6/5/2023	109095815	Employee 172	Time Code 1	
6/5/2023	109131287	Employee 177	Time Code 1	
6/5/2023	109131497	Employee 18	Time Code 1	
6/5/2023	109134932	Employee 158	Time Code 1	
6/5/2023	109136518	Employee 168	Time Code 1	
6/5/2023	109144059	Employee 159	Time Code 1	
6/5/2023	109157451	Employee 53	Time Code 1	
6/5/2023	109159374	Employee 179	Time Code 1	

Time Codes Overview

Time Code	Count
Time Code 2	787
Time Code 7	695
Time Code 1	654
Time Code 9	336
Time Code 4	308
Time Code 3	192
Time Code 16	161
Time Code 8	151
Time Code 6	74
Time Code 10	36
Time Code 18	25
Time Code 25	22
Total	**3536**

% of Errors Trend

% of Errors — Month - Year

10.03%, 10.67%, 9.38%, 11.11%, 11.56%, 8.84%, 11.02%, 11.33%, 12.07%, 10.42%, 8.09%, 5.64%, 4.69%, 4.87%, 5.45%

% of Errors Trend

% of Errors — Month - Year

12.96%, 14.08%, 12.20%, 10.25%, 7.17%, 7.41%, 7.01%, 4.91%, 3.49%, 3.98%, 4.86%, 3.00%, 2.94%, 2.36%, 2.02%
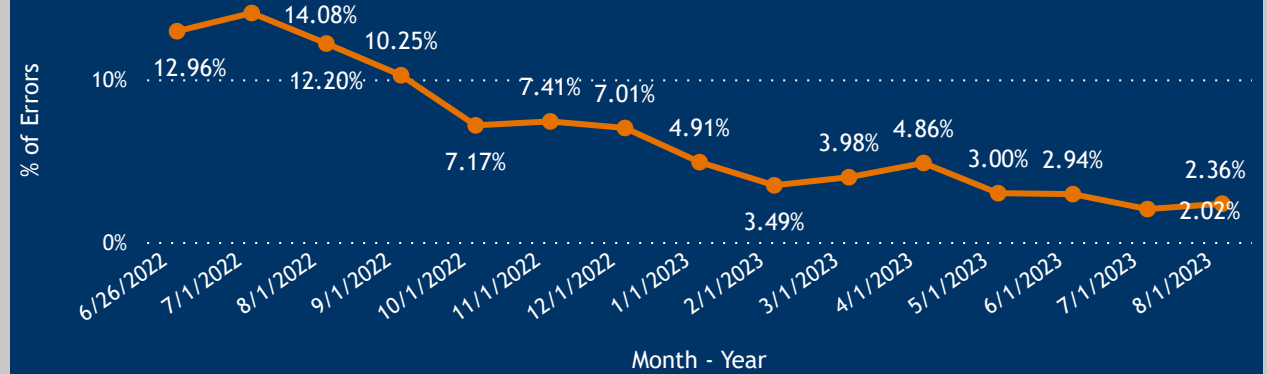
Employee Overview

Supervisor	% of Errors	# Errors	# Lines	# Days Worked
⊟ **Supervisor 46**	**6.19%**	**12**	**194**	**6**
⊟ **Area 9**	**6.19%**	**12**	**194**	**6**
Employee 188	19.05%	4	21	4
Employee 192	12.00%	3	25	4
Employee 126	6.67%	2	30	5
Total	**4.40%**	**31**	**705**	**6**

Employee Overview

Supervisor	% of Errors	# Errors	# Lines	# Days Worked
⊟ **Supervisor 12**	**6.64%**	**17**	**256**	**6**
⊟ **Area 5**	**6.64%**	**17**	**256**	**6**
Employee 169	62.50%	5	8	3
Employee 75	14.81%	4	27	6
Employee 10	11.11%	2	18	6
Total	**3.46%**	**55**	**1591**	**6**

Employee Error Detail

Date Worked	Order Number	Eployee	Time Code	Classification
6/5/2023	109134932	Employee 158	Time Code 1	
6/5/2023	109144059	Employee 159	Time Code 1	
6/5/2023	109204597	Employee 145	Time Code 1	
6/5/2023	109204769	Employee 135	Time Code 1	
6/5/2023	109221285	Employee 162	Time Code 1	
6/5/2023	109238622	Employee 162	Time Code 1	

Employee Error Detail

Date Worked	Order Number	Employee	Time Code	Classification
6/5/2023	108619748	Employee 56	Time Code 1	
6/5/2023	109012941	Employee 168	Time Code 1	
6/5/2023	109131497	Employee 18	Time Code 1	
6/5/2023	109136518	Employee 168	Time Code 1	
6/5/2023	109157451	Employee 53	Time Code 1	
6/5/2023	109190910	Employee 62	Time Code 1	