



4.03%
% of Errors

Month End...
6/30/2023

Location
All

Employee
All

Indicators
YTD

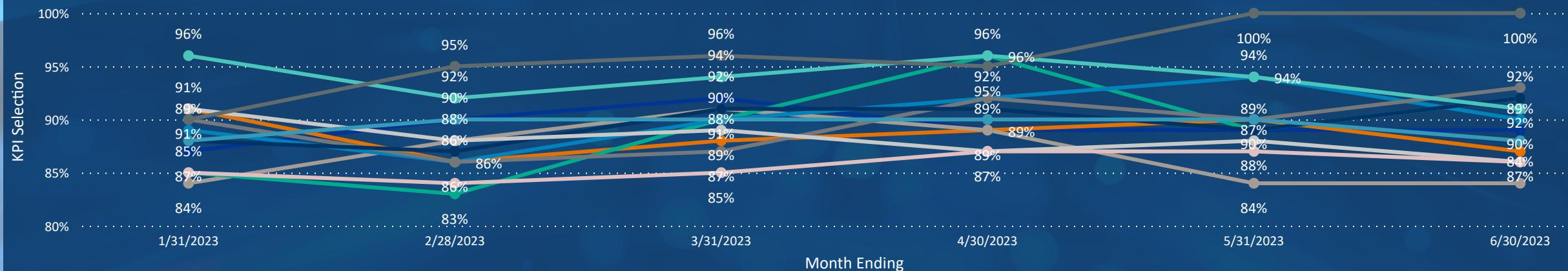
Supervisor
All

View By
Supervisor

KPI Selection
Metric 4

Metric 4 by Supervisor

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% |



4.03%
% of Errors

Month End

6/30/2023

Location

A

Employee

A

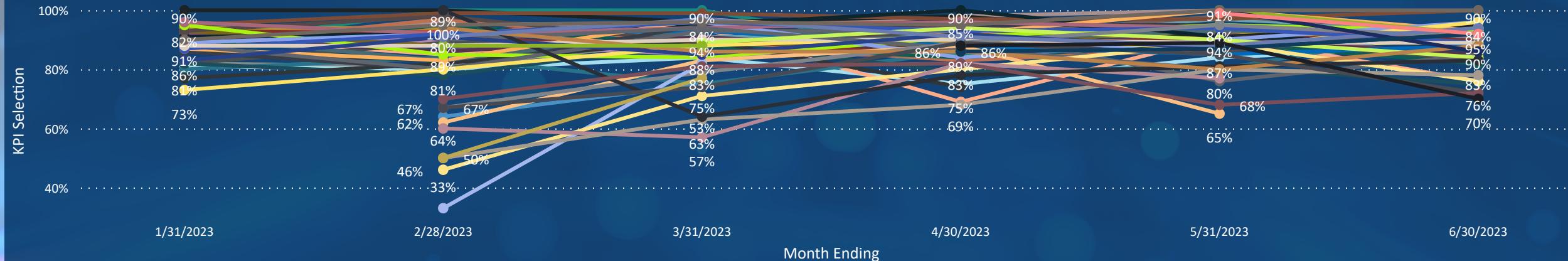
Indicator

1

KPI Selection

N

Metric 4 by Employee



| 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% |
| Employee 112 | 12 | State 1 | Location 8 | Type 1 | Supervisor 6 | 2 | 52 | 4.22 | 154 | 96% | 81% | 0% | 1.25 | ▲ | 7.26 | ▲ 2% | ▬ | 0% ▼ 75% |
| Total | 27 | | | | | 3972 | 11505 | 426.11 | 35475 | 97% | 89% | 7% | 57.18 | ▼ | 7.13 | ▲ 6% | 11% | ▬ 88% |



Month Endi... ▾

All ▾

Year > Month > Day ▾

2023 ▾

YTD as of Month ▾

Jun ▾

Work ▾

All ▾

Supervisor ▾

All ▾

View By ▾

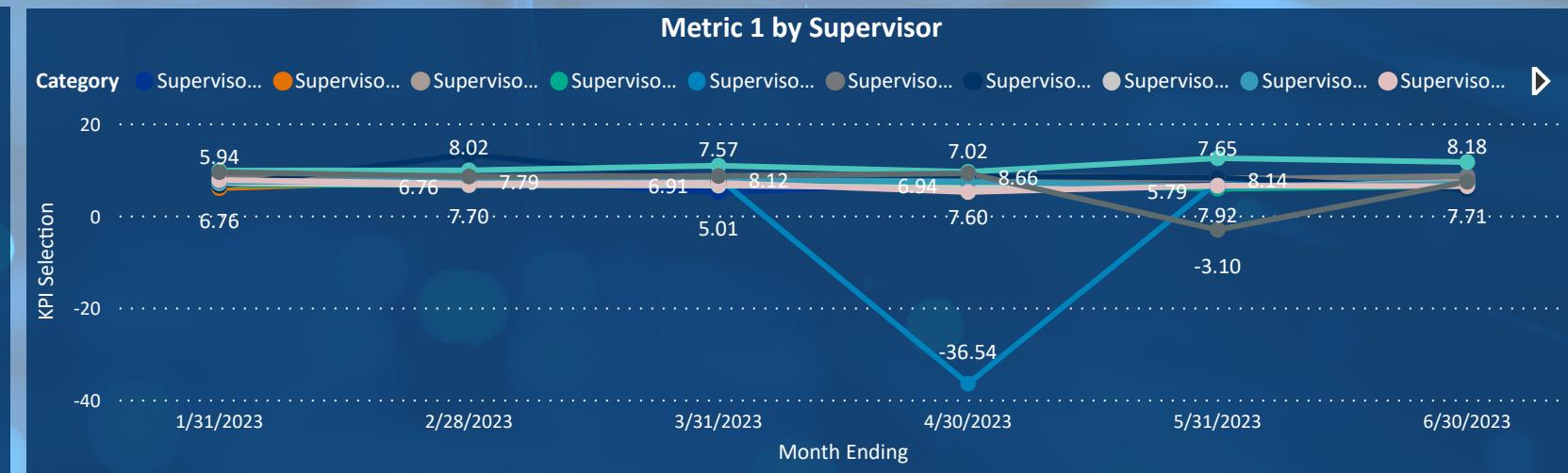
Supervisor ▾

KPI Selection ▾

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% |



| 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

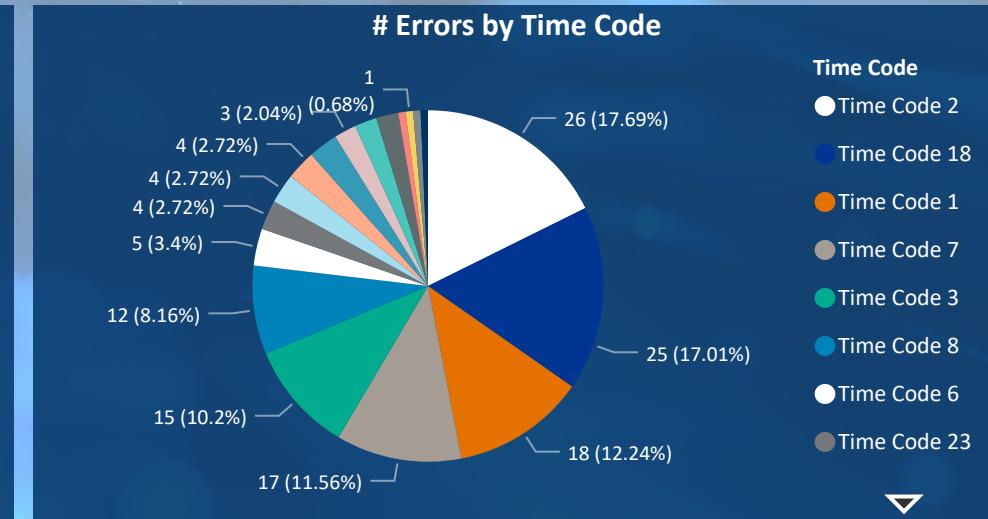
Area
All

Week Ending
6/10/2023

Employee
All

State
All

YTD, MTD, WTD
All



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 |



Week Ending

Employee

State (Left)

Area (Left)

State (Right)

Area (Right)



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 | Employee | 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 | |