APPENDIX A **MONTHLY PERFORMANCE DATA**

Ref	Category	KPI Status	Criteria	Apr-16	May-16	Jun-16	Quarter 1	Jul-16	Aug-16	Sep-16	Quarter 2	Oct-16	Nov-16	Dec-16	Quarter 3	Jan-17	Feb-17	Mar-17	Quarter 4	YTD
1.1	Defects - Repairs / Voids	PASS	Performance	98%	99%	100%	99%	100%	96%	98%	98%	100%	100%	100%	100%	100%	100%	95%	98%	99%
				98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%
1.2	Defects - Planned	PASS	Performance	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
			Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	100%	98%	98%
2.1	Satisfaction - Repairs	PASS	Performance	98%	97%	93%	96%	99%	95%	98%	97%	96%	98%	99%	98%	100%	100%	99%	100%	98%
			Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
2.2	Satisfaction - Planned	PASS	Performance	99%	99%	99%	99%	99%	97%	99%	98%	99%	99%	99%	99%	100%	100%	100%	100%	99%
			Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
3	Formal Complaints	PASS	Performance	0.79%	0.68%	0.98%	0.81%	1.05%	0.93%	0.96%	0.98%	0.84%	0.65%	0.60%	0.70%	0.99%	0.64%	0.86%	0.83%	0.83%
				<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%	<1%
4.1	In Target - Repairs / Voids	PASS	Performance	100%	95%	83%	93%	88%	98%	98%	95%	98%	98%	98%	98%	98%	98%	98%	98%	96%
				98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%
4.2	In Target - Planned	PASS	Performance	100%	96%	98%	98%	98%	98%	99%	98%	99%	98%	100%	99%	98%	100%	100%	99%	99%
			Target	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%
5	Health & Safety Incidents	PASS	Performance	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
			Target	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
6	Reducing Waste	PASS	Performance	95%	95%	97%	96%	97%	97%	97%	97%	97%	97%	98%	97%	97%	97%	97%	97%	97%
			Target	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%
7	Appointments Kept	PASS	Performance	98%	98%	85%	94%	96%	98%	99%	98%	98%	99%	98%	98%	98%	98%	98%	98%	97%
				98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%
8	Right First Time	PASS	Performance	79%	77%	78%	78%	80%	86%	85%	84%	86%	87%	89%	87%	88%	88%	87%	88%	84%
			Target	68%	68%	68%	68%	68%	68%	68%	68%	68%	68%	68%	68%	68%	68%	68%	68%	68%