

Annex 1 Overall Performance by Case Type

		Cases Last Quarter				
		Measured Against SLA				
		Total Processed	Total Processed in Target	Percentage Processed within Target	Total Processed within 5 days of Target	Percentage Processed within 5 days of Target
Retirement (from Active)	Quote - 15 days	313	169	53.99%	36	65.50%
	Payment - 15 days	200	166	83.00%	16	91.00%
Retirement (from Deferred)	Quote - 30 days	41	13	31.71%	5	43.90%
	Payment - 15 days	231	189	81.82%	12	87.01%
Deaths	Notification - 5 days	154	100	64.94%	23	79.87%
	Payment - 10 days	118	89	75.42%	4	78.81%
Refund of contributions	Quote - 10 days	396	141	35.61%	12	38.64%
	Payment - 10 days	153	75	49.02%	9	54.90%
Deferreds (early leavers)	30 days	1048	574	54.77%	474	100.00%
Transfers In	Quote - 10 days	34	8	23.53%	8	47.06%
	Payment - 10 days	20	9	45.00%	2	55.00%
Transfers Out	Quote - 10 days	240	83	34.58%	9	38.33%
	Payment - 10 days	35	19	54.29%	1	57.14%
Estimates	Member - 15 days	87	81	93.10%	1	94.25%
	Employer - 15 days	52	36	69.23%	11	90.38%
Divorce	Quote - 45 days	91	70	76.92%	0	76.92%
	Actual - 15 days	1	0	0.00%	0	100.00%
Starters	40 days	1841	1833	99.57%	0	99.57%
		5055	3655	72.30%	623	84.63%

RAG key	
Red	Less than 75%
Amber	75 - 89%
Green	90 - 100%

**Annex 2
Case No's vs Target**

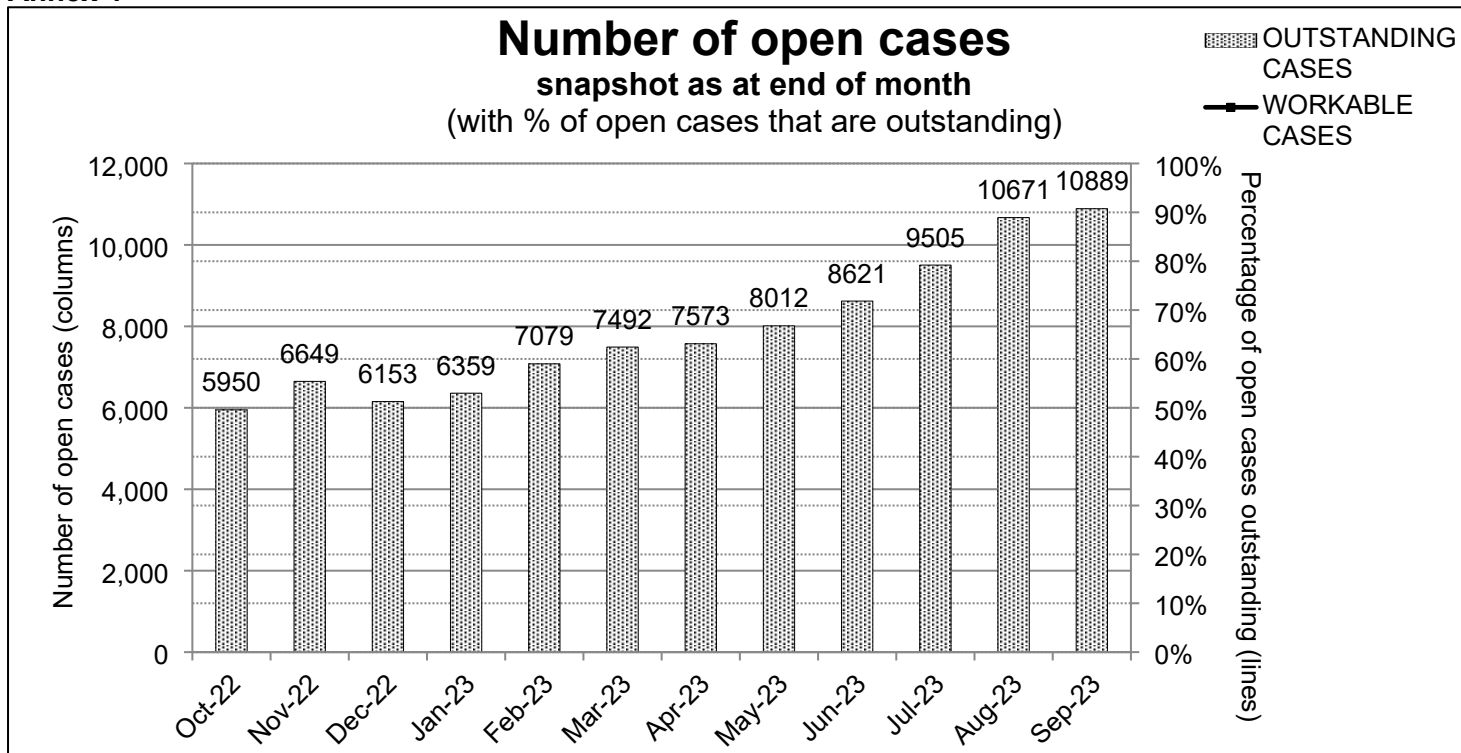
		Tasks Last Quarter							
		Average Days to Process	Actual Days to Process						
			0 - 5	6 - 10	11 - 15	16 - 20	21 - 25	26 - 30	31+
Retirement (from Active)	Quote - 15 days	27	46	71	52	36	31	18	59
	Payment - 15 days	12	108	38	20	16	6	4	8
Retirement (from Deferred)	Quote - 30 days	31	18	5	1	7	3	0	7
	Payment - 15 days	14	148	19	22	12	3	3	24
Deaths	Notification - 5 days	6	66	23	10	6	2	4	7
	Payment - 10 days	9	100	39	4	6	1	2	2
Refund of contributions	Quote - 10 days	71	61	80	12	21	20	6	196
	Payment - 10 days	34	60	15	9	6	8	5	50
Deferreds (early leavers)	30 days	52	156	105	109	58	74	72	474
Transfers In	Quote - 10 days	23	6	2	8	2	6	0	10
	Payment - 10 days	33	4	5	2	1	0	1	7
Transfers Out	Quote - 10 days	50	72	11	9	3	3	7	135
	Payment - 10 days	30	13	6	1	4	4	0	7
Estimates	Member - 15 days	8	47	12	22	1	0	2	3
	Employer - 15 days	9	23	2	11	11	1	0	4
Divorce	Quote - 45 days	21	17	4	9	9	4	9	39
	Actual - 15 days	12	0	0	0	0	0	0	1
Starters	40 days	9	902	695	97	105	1	28	13

Annex 3 Trend in Overall Performance

SLA Standards for Processing Admin Tasks						
Work Type	Target Processing SLA (Old/New)	Q4 Oct 22 - Dec 22	Q1 Jan 23 - Mar 23	Q2 Apr 23 - Jun 23	Q3 Jul 23 - Sep 23	Trend
Retirement (from Active)	Quote - 5 / 15 days	76.37%	77.03%	49.34%	53.99%	
	Payment - 5 / 15 days	94.08%	91.85%	81.21%	83.00%	
Retirement (from Deferre	Quote - 30 days	35.71%	38.46%	51.87%	31.71%	
	Payment - 5 / 15 days	94.31%	92.55%	85.00%	81.82%	
Deaths	Notification - 5 days	96.80%	88.65%	79.61%	64.94%	
	Payment - 5 / 10 days	85.45%	94.34%	68.57%	75.42%	
Refund of contributions	Quote - 10 days	19.80%	45.89%	1.69%	35.61%	
	Payment - 10 days	83.69%	71.88%	41.18%	49.02%	
Deferreds (early leavers)	Notification - 20 / 30 days	72.30%	59.50%	41.71%	54.77%	
Transfers In	Quote - 10 days	67.96%	59.18%	2.27%	23.53%	
	Payment - 10 days	63.64%	61.36%	12.50%	45.00%	
Transfers Out	Quote - 10 days	56.82%	53.01%	34.91%	34.58%	
	Payment - 10 days	80.56%	73.08%	45.45%	54.29%	
Estimates	Member - 10/15 days	90.12%	82.35%	87.98%	93.10%	
	Employer - 15 days	87.50%	86.96%	81.95%	69.23%	
Divorce	Quote - 45 days	89.47%	96.88%	90.91%	76.92%	
	Actual - 15 days	50.00%	100.00%	50.00%	0.00%	
Starters	40 days	96.41%	100.00%	98.71%	99.57%	

RAG key	
Red	Less than 75%
Amber	75 - 89%
Green	90 - 100%

Annex 4



Annex 5

