

Monthly SLA Statistics						
Subject	SLA Target	Jul-23				
		Total Number Completed	Number achieved in Target	Number over Target	% Achieved in SLA deadline	Open cases
Deaths	95%	2	2	0	100.00%	2
Retirement Quote	95%	3	3	0	100.00%	1
Retirement Actual	95%	3	3	0	100.00%	1
Divorce	95%				100.00%	4
After retirement adjustments	90%	2	2	0	100.00%	1
Payroll Input	95%	13	13	0	100.00%	
Transfer In	90%				100.00%	3
Transfer out	95%	1	1	0	100.00%	8
Member Estimate	95%				100.00%	
Additional Concs	95%	7	7	0	100.00%	1
HR Estimate	90%				100.00%	
Refunds	90%				100.00%	
Re-employments	95%	4	4	0	100.00%	1
Leavers	95%	18	18	0	100.00%	12
Member Queries	90%	4	4	0	100.00%	4
Pension Saving Statement / AA	95%				100.00%	
Remedy	62 working days				100.00%	5
IDRP						1
Member changes	90%				100.00%	
Totals / Average Overall		57	57	0	#REF!	44

* Frozen, Deferred, Concurrent

** Elect to Separate, Re-emp quote, Re-emp Actual,

*** Address, Name, Nomination, IFA Requests

SLA not met

Standard SLA met