

Monthly SLA Statistics		Apr to June 25			
Subject	SLA Target	Total number completed	Number achieved within target	Number over target	% Achieved in SLA deadline
Deaths	95%	5	0	5	0.00%
Retirement Quote	95%	2	1	1	50.00%
Retirement Actual	95%	3	3	0	100.00%
Divorce	95%	0	0	0	0.00%
After retirement adjustments	90%	3	3	0	100.00%
Payroll Input	95%	39	39	0	100.00%
Transfer In	90%	2	0	2	0.00%
Transfer out	95%	2	0	2	0.00%
Member Estimate	95%	6	2	4	33.33%
Additional Confs	95%	4	3	1	75.00%
HR Estimate	90%	0	0	0	0.00%
Refunds	90%	1	0	1	0.00%
Re-employments	95%	3	1	2	33.33%
Leavers	95%	14	12	2	85.71%
Member Queries	90%	35	30	5	85.71%
Pension Saving Statement / AA	95%	1	1	0	100.00%
Remedy	95%	1	1	0	100.00%
New Starters	95%	25	25	0	100.00%
IDRP	95%	0	0	0	0.00%
Member changes	90%	0	0	0	0.00%
Totals / Average Overall		146	121	25	82.88%

SLA not met

Standard SLA met