

Monthly SLA Statistics													
Subject	SLA Target	Apr to June 25				Jul to Sep 25				Oct to Dec 25			
		Total number completed	Number achieved within target	Number over target	% Achieved in SLA deadline	Total number completed	Number achieved within target	Number over target	% Achieved in SLA deadline	Total number completed	Number achieved within target	Number over target	% Achieved in SLA deadline
Deaths	95%	5	0	5	0.00%	4	1	4	25.00%	0	0	0	#DIV/0!
Retirement Quote	95%	2	1	1	50.00%	16	6	10	37.50%	3	0	3	0.00%
Retirement Actual	95%	3	3	0	100.00%	12	11	1	91.67%	11	10	1	90.91%
Divorce	95%	0	0	0	#DIV/0!	0	0	0	#DIV/0!	1	0	1	0.00%
After retirement adjustments	90%	3	3	0	100.00%	4	4	0	100.00%	6	6	0	100.00%
Payroll Input	95%	39	39	0	100.00%	33	33	0	100.00%	29	29	0	100.00%
Transfer In	90%	2	0	2	0.00%	0	0	0	#DIV/0!	0	0	0	#DIV/0!
Transfer out	95%	2	0	2	0.00%	0	0	0	#DIV/0!	2	0	2	0.00%
Member Estimate	95%	6	2	4	33.33%	1	0	1	0.00%	5	4	1	80.00%
Additional Confs	95%	4	3	1	75.00%	0	0	0	#DIV/0!	3	1	2	33.33%
HR Estimate	90%	0	0	0	#DIV/0!	0	0	0	#DIV/0!	0	0	0	#DIV/0!
Refunds	90%	1	0	1	0.00%	0	0	0	#DIV/0!	0	0	0	#DIV/0!
Re-employments	95%	3	1	2	33.33%	0	0	0	#DIV/0!	0	0	0	#DIV/0!
Leavers	95%	14	12	2	85.71%	20	18	2	90.00%	19	16	3	84.21%
Member Queries	90%	35	30	5	85.71%	16	10	6	62.50%	30	22	8	73.33%
Pension Saving Statement / AA	95%	1	1	0	100.00%	0	0	0	#DIV/0!	0	0	0	#DIV/0!
Remedy	95%	1	1	0	100.00%	0	0	0	#DIV/0!	0	0	0	#DIV/0!
New Starters	95%	25	25	0	100.00%	18	18	0	100.00%	13	13	0	100.00%
IDRP	95%	0	0	0	#DIV/0!	1	1	0	100.00%	0	0	0	#DIV/0!
Member changes	90%	0	0	0	#DIV/0!	0	0	0	#DIV/0!	1	1	0	100.00%
<b>Totals / Average Overall</b>		<b>146</b>	<b>121</b>	<b>25</b>	<b>82.88%</b>	<b>125</b>	<b>102</b>	<b>24</b>	<b>81.60%</b>	<b>123</b>	<b>102</b>	<b>21</b>	<b>82.93%</b>

SLA not met  
Standard SLA met