

# Completion And Trip Analysis

Sample Company

Service Type: ALL  
July 1, 2003 -- July 31, 2003

	Total	Bruce Durn	Bryant Bryant	Rob Roy	Shawn Kemp
<b>First Time Completions</b>					
First Time Completion Percentage	80.21%	71.70%	83.02%	86.79%	78.79%
Total First Time Service Calls	192	53	53	53	33
Total First Time Completions	154	38	44	46	26
<b>Incompletions - Overall</b>					
Total Incompletions	41	15	10	8	8
Incompletions - Need Parts	33	12	10	6	5
Percentage Of Incompletes - Need Parts	80.49%	80.00%	100.00%	75.00%	62.50%
Incompletions - Need Tech Assist	1	1	0	0	0
Percentage Of Incompletes - Need Tech Assist	2.44%	6.67%	0.00%	0.00%	0.00%
Incompletions - Need Labor Assist	3	0	0	1	2
Percentage Of Incompletes - Need Labor Assist	7.32%	0.00%	0.00%	12.50%	25.00%
Incompletions - Customer No Show	4	2	0	1	1
Percentage Of Incompletes - Customer No Show	9.76%	13.33%	0.00%	12.50%	12.50%
<b>Trips</b>					
Trips Per Repair - excluding call backs	1.24	1.26	1.08	1.3	1.39
Trips Per Repair - including call backs	1.32	1.34	1.13	1.43	1.42
<b>Unbillable Travel Time</b>					
Total Hours	44.62	10.5	8.37	16.08	9.67
Customer No Shows	1.58	0.75	0.0	0.5	0.33
Follow-Ups	25.78	7.75	2.37	9.0	6.67
Call Backs	17.25	2.0	6.0	6.58	2.67