



APSE

Housing, construction and
building maintenance
advisory group

Manchester - Tuesday 10th January 2012

Llandrindod Wells - Thursday 12th January 2012

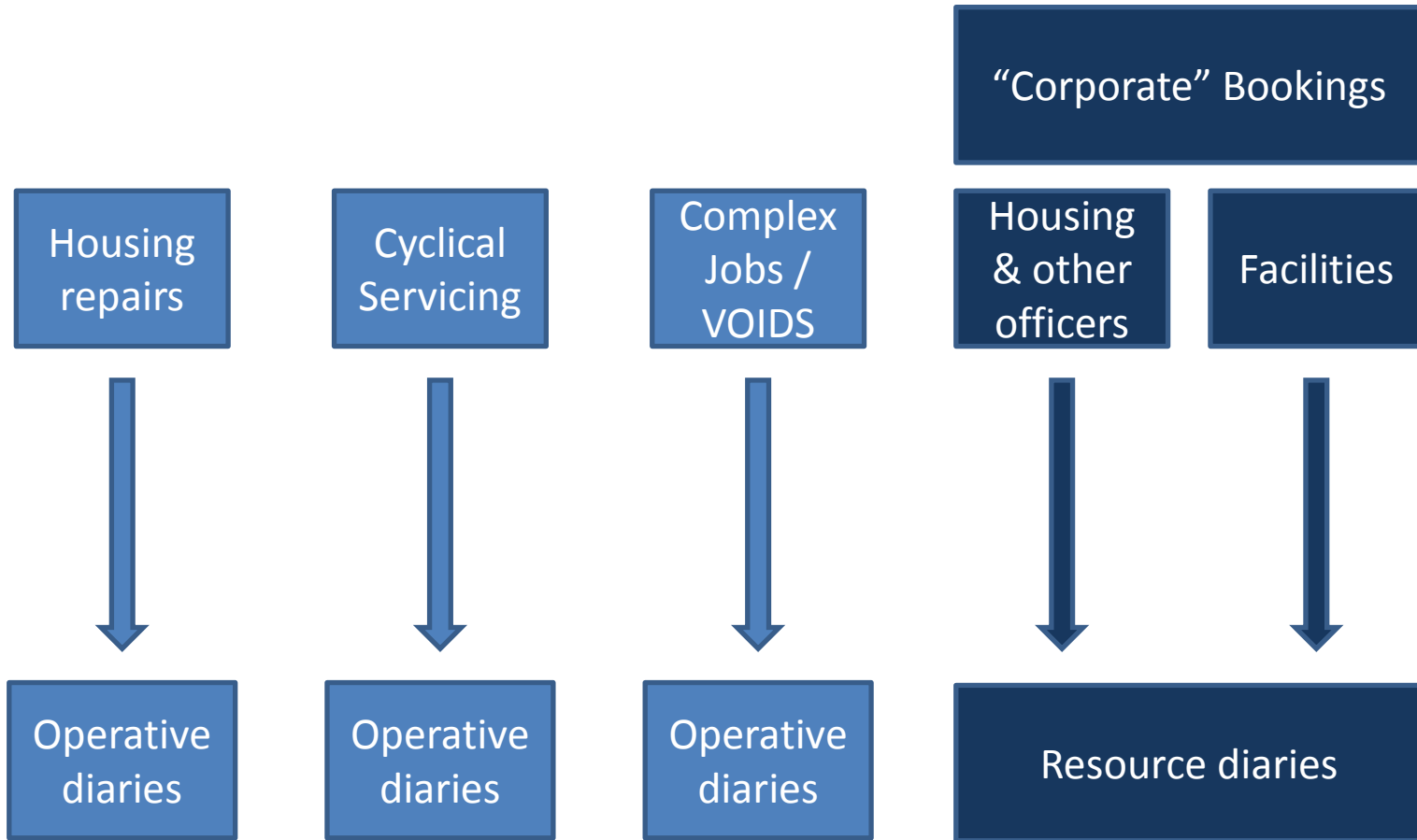


Association for Public Service Excellence

Introductions

- William Corn - Xmbrace

OPTI-TIME scope



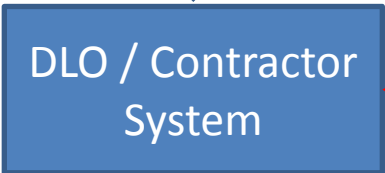
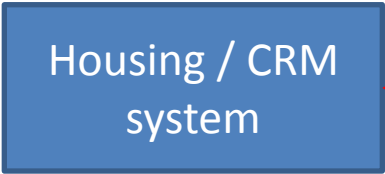
The repairs balance



Finding the right balance with OPTI-TIME

Business process – 2 elements of OPTI-TIME

Tenant repair requests raised in CRM / Housing



Appointed in OPTI-TIME via integration with Housing / CRM



Dynamically scheduled in OPTI-TIME via integration with DLO system

DLO system dispatch/receipt of job details to/from operative's mobile



View planning Show resources list

<< today >> showing : Wednesday 5 May 2010 Preserve all planning

	Billy Tiedeman	Gavin Thomas	Ian Bullock	Rob White	Simon Cook	Tony Mills
8	8:06 J295 44 Greenbank Road, Watford	8:03 J285 87 Thorpe Crescent, Watford	8:01 J286 29 Thorpe Crescent, Watford	8:04 J283 FLAT 41C Aldenham Road Hos	8:04 J278 23 Broomfield Rise, Watford 8:49 J292	8:04 J297 1 Clarke Way, Watford
9	9:00 J288 107 Croxley View, Watford 9:46 J279 1 Caractacus Green, Watford	9:25 J298 33 Chestnut Walk, Watford 10:14 J299 1 Chilcott Road, Watford	10:13 J282 40 Broomfield Rise, Watford 10:59 J281 1 Deans Close, Watford	9:19 J284 FL AT 41E Aldenham Road Hos 10:09 J289 FL AT 4 Bessard House, Watf 10:58 J293 FL AT 44A Albert Road, Watford	9:34 J291 1 Deans Close, Watford	
10	10:46 J280 1 Caractacus Green, Watford 11:31 J287	11:38 J300 129 Links Way, Watford		11:47 J290 1 Combe Road, Watford	12:09 J294 143 Greenbank Road, Watford	12:00 J296 1 Goodrich Close, Watford
11		13:17 J275		13:02 J304 107 Croxley View, Watford	13:17 J275 1 Chilcott Road, Watford	14:30 J303 17 Cobb Green, Watford
12					14:20 J302 36 Middle Way, Watford 15:10 J301 1 The Pelhams, Watford	
13	16:30 Unavailability	16:30 Unavailability	16:30 Unavailability	16:30 Unavailability	17:30 Unavailability	16:30 Unavailability
14						
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month
week
working days
day
view default

May 2010

drag and drop enabled

OPTI-TIME is an intelligent resource scheduling system – this means it holds live diaries for all operatives and it understands your rules about which operatives to use for which work



View planning

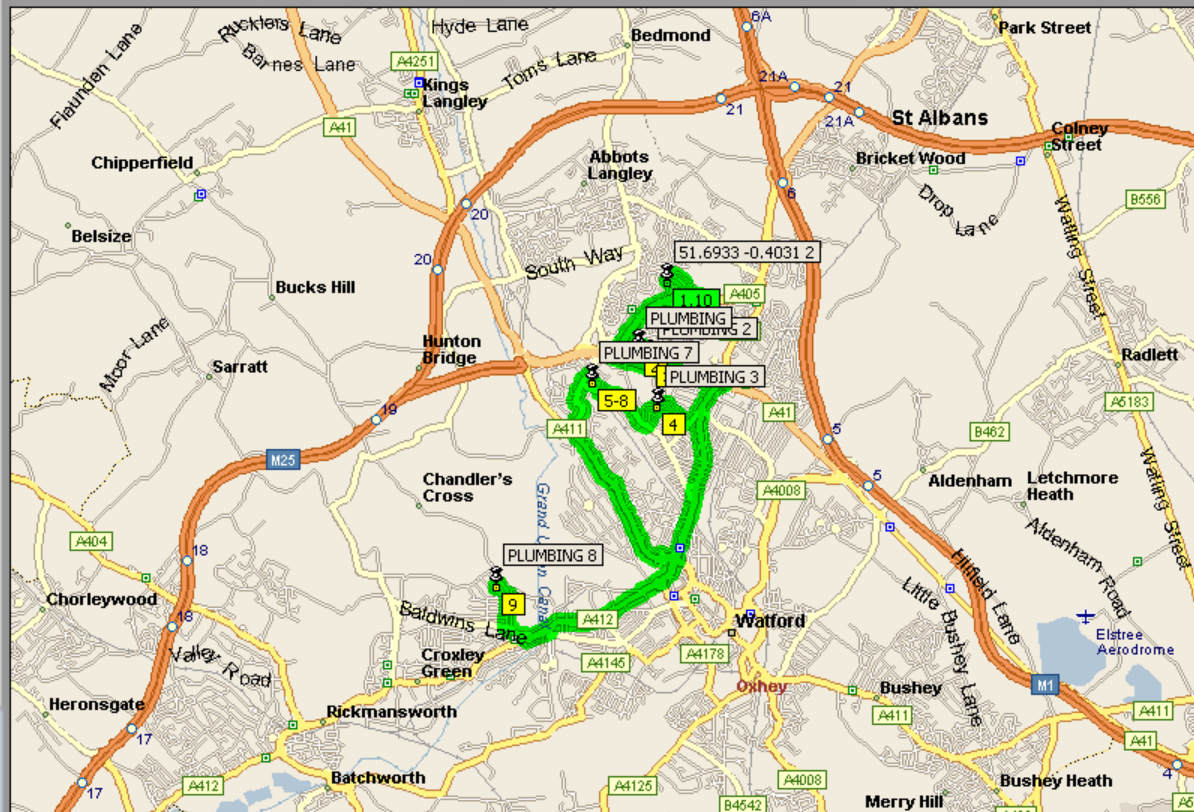
Show resources list

month
week
working days
day
view default

June 2009

M	T	W	T	F	S	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

drag and drop enabled



Fri 12

Tony Mills

8:05 J61
1 Chislett Road, Watford
9:08 J41
36 Middle Way, Watford
10:43 J34
1 The Palhams, Watford
11:43 J72
11 Aldbury Close, Watford
12:43 J52
1 Aldbury Close, Watford
13:47 J51
1 Clarke Way, Watford
14:52 J39
17 Cobb Green, Watford
16:30 Unavailability

All work is route planned to try and minimise the global travelling time within your workforce. 1 & 10 are start & end points, 2-9 are job sequence.



Call center

From 04 May 2010 to 10 May 2010

Schedule now! Cancel

Tue 04 May	Wed 05 May	Thu 06 May	Fri 07 May	Sat 08 May	Mon 10 May
08h-12h	08h-12h ★★★★★	08h-12h ★★★★★	08h-12h ★★★★★	09h-13h	08h-12h ★★★★★
10h-14h	10h-14h ★★★★★	10h-14h ★★★★★	10h-14h ★★★★★		10h-14h ★★★★★
12h-16h ★★★★★	12h-16h ★★★★★	12h-18h ★★★★★	12h-16h30 ★★★★★		12h-16h ★★★★★
					16h-17h ★★★★★

Customer

Template : No template
 Name : 33 Chestnut Walk
 E-mail :
 Phone number :
 Agency : Xmbrace
 Last action date : created - Admin - 04/05/2010 14:40:48

Address

Address : WD24 6NT 33 Chestnut Walk, Watford
 Country : United Kingdom

Appointments: The above screen is based on real availability, location and usage rules of your operatives, the colours and stars show when a suitable operative is nearby so that excessive travel can be avoided at point of appointment. The customer is then sent a text message confirming the appointment

View planning Show resources list

<< today >> showing : Wednesday 5 May 2010 Preserve all planning

	Billy Tiedeman	Gavin Thomas	Ian Bullock	Rob White	Simon Cook	Tony Mills
8	8:06 J295 144 Greenbank Road, Watford	8:03 J285 87 Thorpe Crescent, Watford	8:01 J286 29 Thorpe Crescent, Watford	8:04 J283 FLAT 41C Aldenham Road Hos	8:04 J278 23 Broomfield Rise, Watford	8:04 J297 1 Clarke Way, Watford
9	9:00 J287 51 Chedock Way, Watford	9:25 J298		9:19 J284 FL AT 41E Aldenham Road Hos	8:50 J282 40 Broomfield Rise, Watford	
10	9:45 J279 1 Caractacus Green, Watford	10:14 J299 1 Chilcott Road, Watford	10:05 J288 107 Croxley View, Watford	10:09 J290 1 Combe Road, Watford	9:36 J292 1 Deans Close, Watford	
11	10:45 J280 1 Caractacus Green, Watford	11:38 J300 129 Links Way, Watford	10:54 J293 FL AT 44A Albert Road, Watford		10:21 J291 1 Deans Close, Watford	
12	11:31 J289 FL AT 4 Bannock House, Watford	13:16 J302 36 Middle Way, Watford	11:49 J281 1 Deans Close, Watford	12:00 J304 107 Croxley View, Watford		
13		14:26 J301 1 The Palhams, Watford			12:56 J294 143 Greenbank Road, Watford	
14	14:00 Unavailability				13:59 J275 1 Chilcott Road, Watford	13:59 J275 17 Cobb Green, Watford
15					15:02 J296 1 Goodrich Close, Watford	
16	16:30 Unavailability	16:30 Unavailability	16:30 Unavailability	16:30 Unavailability		16:30 Unavailability
17					17:30 Unavailability	
18						
19						

month
week
working days
day
view default
May 2010
M T W T F S S
3 4 5 6 7 8 9
10 11 12 13 14 15 16
17 18 19 20 21 22 23
24 25 26 27 28 29 30
31
drag and drop enabled

At the start of the day, the first job for each operative is automatically despatched to their handheld devices (PDA), the diary shows the status in real-time



View planning

Show resources list

<< today >> showing : Wednesday 5 May 2010 Preserve all planning

2010

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drag and drop enabled

	Billy Tiedeman	Gavin Thomas	Ian Bullock	Rob White	Simon Cook	Tony Mills
8	8:06 J295 144 Greenbank Road, Watford	8:03 J285 87 Thorpe Crescent, Watford	8:01 J286 29 Thorpe Crescent, Watford	8:04 J283 FLAT 41C Aldenham Road Hos	8:04 J278 23 Broomfield Rise, Watford 8:50 J282	8:04 J297 1 Clarke Way, Watford
9	9:00 J287 51 Chedock Way, Watford 9:45 J279	9:25 J298 33 Chestnut Walk, Watford 10:14 J299	10:12 J281 1 Deans Close, Watford	9:19 J284 FL AT 41E Aldenham Road Hos 10:08 J293 FL AT 44A Albert Road, Watford	10 Broomfield Rise, Watford 9:36 J292 1 Deans Close, Watford 10:21 J291	
10	1 Caractacus Green, Watford 10:45 J280	1 Chilcott Road, Watford		10:57 J288 107 Croxley View, Watford 11:42 J290	1 Deans Close, Watford	
11	1 Caractacus Green, Watford 11:31 J289	11:38 J300 129 Links Way, Watford		12:57 J304 107 Croxley View, Watford		
12	FL AT 4 Bannock House, Watford	13:16 J302 36 Middle Way, Watford			12:56 J294 143 Greenbank Road, Watford	
13		14:26 J301 1 The Pelhams, Watford			13:59 J275 1 Chilcott Road, Watford 15:02 J296 1 Goodrich Close, Watford	13:59 J275 14:20 J303 17 Cobb Green, Watford
14	14:00 Unavailability					
15						
16	16:30 Unavailability	16:30 Unavailability	16:30 Unavailability	16:30 Unavailability		16:30 Unavailability
17					17:30 Unavailability	
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As operatives log on and receive their jobs, the diary view updates so you know exactly what is happening



View planning Show resources list

month
week
working days
day
view default

May 2010

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drag and drop enabled

<< today >> showing : Wednesday 5 May 2010 Preserve all planning

	Billy Tiedeman	Gavin Thomas	Ian Bullock	Rob White	Simon Cook	Tony Mills
8	8:06 J295 144 Greenbank Road, Watford	8:03 J285 87 Thorpe Crescent, Watford	8:01 J286 29 Thorpe Crescent, Watford	8:04 J283 FLAT 41C Aldenham Road Hos	8:04 J278 22 Broomfield Rise, Watford	8:04 J297 1 Clarke Way, Watford
9	9:00 J287 51 Chedock Way, Watford	9:25 J298 33 Chestnut Walk, Watford		9:19 J284 FL AT 41E Aldenham Road Hos	8:49 J292 1 Deans Close, Watford	
10	9:45 J279 1 Caractacus Green, Watford	10:14 J299 1 Chilcott Road, Watford	10:13 J282 40 Broomfield Rise, Watford	10:08 J293 FL AT 44A Albert Road, Watford	9:34 J291 1 Deans Close, Watford	
11	10:45 J280 1 Caractacus Green, Watford	11:38 J300 129 Links Way, Watford	10:59 J281 1 Deans Close, Watford	10:57 J288 107 Croxley View, Watford		
12	11:31 J289 FL AT 4 Bannock House, Watford	13:16 J302 36 Middle Way, Watford		11:42 J290 1 Combe Road, Watford	12:09 J294 143 Greenbank Road, Watford	13:12 J275 13:33 J303
13		14:26 J301 1 The Pelhams, Watford		12:57 J304 107 Croxley View, Watford	13:12 J275 1 Chilcott Road, Watford	17 Cobb Green, Watford
14	14:00 Unavailability				14:15 J296 1 Goodrich Close, Watford	
15						
16	16:30 Unavailability	16:30 Unavailability	16:30 Unavailability	16:30 Unavailability		16:30 Unavailability
17					17:30 Unavailability	
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This then repeats as second operative logs on



View planning Show resources list

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month
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view default

May 2010

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24	25	26	27	28	29	30
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drag and drop enabled

	Billy Tiedeman	Gavin Thomas	Ian Bullock	Rob White	Simon Cook	Tony Mills
8	8:06 J295 44 Greenbank Road, Watford	8:03 J285 87 Thorpe Crescent, Watford	8:01 J286 29 Thorpe Crescent, Watford	8:04 J283 FLAT 41C Aldenham Road Hos	8:04 J278 22 Broomfield Rise, Watford	8:04 J297 1 Clarke Way, Watford
9	9:00 J279 1 Caractacus Green, Watford	9:25 J298		9:19 J284 FL AT 41E Aldenham Road Hos	8:49 J292 1 Deans Close, Watford	
10	10:00 J280 1 Caractacus Green, Watford	10:14 J299 1 Chilcott Road, Watford	10:05 J287 51 Chadock Way, Watford	10:08 J293 FL AT 44A Aldenham Road Hos	9:34 J291 1 Deans Close, Watford	
11	10:46 J289 FL AT 4 Bessock House, Watford	11:38 J300 129 Links Way, Watford	11:02 J282 40 Broomfield Rise, Watford	10:57 J288 107 Croxley View, Watford		
12		11:48 J281 1 Deans Close, Watford		11:42 J290 1 Combe Road, Watford	12:09 J294 143 Greenbank Road, Watford	
13		13:16 J302 36 Middle Way, Watford		12:57 J304 107 Croxley View, Watford	13:12 J275 1 Chilcott Road, Watford	13:12 J275
14	14:00 Unavailability	14:26 J301 1 The Pelhams, Watford			14:15 J296 1 Goodrich Close, Watford	13:33 J303 17 Cobb Green, Watford
15						
16	16:30 Unavailability	16:30 Unavailability	16:30 Unavailability	16:30 Unavailability		16:30 Unavailability
17					17:30 Unavailability	
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Third operative logs on

View planning Show resources list

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24	25	26	27	28	29	30
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drag and drop enabled

	Billy Tiedeman	Gavin Thomas	Ian Bullock	Rob White	Simon Cook	Tony Mills
8	8:06 J295 44 Greenbank Road, Watford	8:03 J285 87 Thorpe Crescent, Watford	8:01 J286 29 Thorpe Crescent, Watford	8:04 J283 FLAT 41C Aldenham Road Hos	8:04 J278 23 Broomfield Rise, Watford	8:04 J297 1 Clarke Way, Watford
9	9:00 J279 1 Caractacus Green, Watford	9:25 J298		9:19 J284 FL AT 41E Aldenham Road Hos	8:49 J292 1 Deans Close, Watford	
10	10:00 J280 1 Caractacus Green, Watford	10:14 J299 1 Chilcott Road, Watford	10:05 J287 51 Chadlock Way, Watford	10:08 J293 FL AT 44A Albert Road, Watford	9:34 J291 1 Deans Close, Watford	
11	10:46 J289 FL AT 4 Bessock House, Watford	11:38 J300 129 Links Way, Watford	11:02 J282 40 Broomfield Rise, Watford	10:57 J288 107 Croxley View, Watford		
12		11:48 J281 1 Deans Close, Watford	11:48 J281	11:42 J290 1 Combe Road, Watford	12:09 J294 143 Greenbank Road, Watford	
13		13:16 J302 36 Middle Way, Watford		12:57 J304 107 Croxley View, Watford	13:12 J275 1 Chilcott Road, Watford	13:12 J275 13:33 J303
14	14:00 Unavailability	14:26 J301 1 The Pelhams, Watford			14:15 J296 1 Goodrich Close, Watford	17 Cobb Green, Watford
15						
16	16:30 Unavailability	16:30 Unavailability	16:30 Unavailability	16:30 Unavailability		16:30 Unavailability
17					17:30 Unavailability	
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The job that has turned orange above indicates that the operative is on-site and has started work



View planning Show resources list

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24	25	26	27	28	29	30
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drag and drop enabled

<< today >> showing : Wednesday 5 May 2010 Preserve all planning

	Billy Tiedeman	Gavin Thomas	Ian Bullock	Rob White	Simon Cook	Tony Mills
8	8:06 J295 44 Greenbank Road, Watford	8:03 J285 87 Thorpe Crescent, Watford	8:01 J286 29 Thorpe Crescent, Watford	8:04 J283 FLAT 41C Aldenham Road Hoe	8:04 J278 23 Broomfield Rise, Watford	8:04 J297 1 Clarke Way, Watford
9	8:58 J293 El AT 44A Albert Road, Watford	9:25 J298 33 Chestnut Walk, Watford		9:19 J284 El AT 41E Aldenham Road Hoe	8:49 J292 1 Deans Close, Watford	9:34 J291 1 Deans Close, Watford
10	9:48 J279 1 Caractacus Green, Watford	10:14 J299 1 Chilcott Road, Watford	10:05 J287 51 Chadock Way, Watford	10:09 J290 1 Combe Road, Watford	1 Deans Close, Watford	
11	10:48 J280 1 Caractacus Green, Watford		11:02 J282 40 Broomfield Rise, Watford	11:24 J288 107 Croxley View, Watford		
12	11:34 J289 El AT 4 Bessock House, Watford	11:38 J300 129 Links Way, Watford	11:48 J281 1 Deans Close, Watford	107 Croxley View, Watford 12:09 J304	12:09 J294 143 Greenbank Road, Watford	12:00 J302 36 Middle Way, Watford
13		13:17 J275			13:17 J275 1 Chilcott Road, Watford	13:10 J301 1 The Pelhams, Watford
14	14:00 Unavailability				14:20 J296 1 Goodrich Close, Watford	14:46 J303 17 Cobb Green, Watford
15						
16	16:30 Unavailability	16:30 Unavailability	16:30 Unavailability	16:30 Unavailability		16:30 Unavailability
17					17:30 Unavailability	
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All operatives have accepted their first jobs



View planning Show resources list

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	Billy Tiedeman	Gavin Thomas	Ian Bullock	Rob White	Simon Cook	Tony Mills
8	8:06 J295 444 Greenbank Road, Watford	8:30 J285 87 Thorpe Crescent, Watford	8:01 J286 29 Thorpe Crescent, Watford	8:04 J283 FLAT 41C Aldenham Road Hoe	8:04 J278 23 Broomfield Rise, Watford	8:04 J297 1 Clarke Way, Watford
9	8:58 J293 El AT 44A Albert Road, Watford	9:53 J279 1 Caractacus Green, Watford	10:05 J287 51 Chardock Way, Watford	9:19 J284 El AT 41E Aldenham Road Hoe	8:49 J292 1 Deans Close, Watford	9:34 J291 1 Deans Close, Watford
10	10:48 J280 1 Caractacus Green, Watford	11:17 J300 129 Links Way, Watford	11:02 J282 40 Broomfield Rise, Watford	10:09 J290 1 Combe Road, Watford	12:09 J294 143 Greenbank Road, Watford	10:46 J298 33 Chestnut Walk, Watford
11	11:34 J289 El AT 4 Bessock House, Watford		11:48 J281 1 Deans Close, Watford	11:24 J288 107 Croxley View, Watford	13:12 J275 1 Chilcott Road, Watford	12:00 J302 36 Middle Way, Watford
12				12:09 J304 107 Croxley View, Watford	14:15 J296 1 Goodrich Close, Watford	13:34 J301 1 The Pelhams, Watford
13						15:10 J303 17 Cobb Green, Watford
14	14:00 Unavailability					
15						
16	16:30 Unavailability	16:30 Unavailability	16:30 Unavailability	16:30 Unavailability		16:30 Unavailability
17					17:30 Unavailability	
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drag and drop enabled

As other operatives start the schedule continues to update with actual start times being reflected. Other jobs are continually being re-assessed with new work coming in to see if there is a better way of allocating the jobs



View planning

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drag and drop enabled

	Billy Tiedeman	Gavin Thomas	Ian Bullock	Rob White	Simon Cook	Tony Mills
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9	8:58 J293 El AT 44A Albert Road, Watford	9:53 J299 1 Chilcott Road, Watford	10:05 J287 51 Chadock Way, Watford	9:19 J284 El AT 41E Aldenham Road Hoe	8:49 J292 1 Deans Close, Watford	9:34 J291 1 Deans Close, Watford
10	9:48 J279 1 Caractacus Green, Watford	10:48 J280 1 Caractacus Green, Watford	11:02 J282 40 Broomfield Rise, Watford	10:09 J290 1 Combe Road, Watford	11:24 J288 107 Croxley View, Watford	11:16 J298 33 Chestnut Walk, Watford
11	11:34 J289 El AT 4 Bessock House, Watford	11:17 J300 129 Links Way, Watford	11:48 J281 1 Deans Close, Watford	12:09 J304 107 Croxley View, Watford	12:09 J294 143 Greenbank Road, Watford	12:02 J302 36 Middle Way, Watford
12		13:12 J275			13:12 J275 1 Chilcott Road, Watford	12:52 J301 1 The Pelhams, Watford
13	14:00 Unavailability				14:15 J296 1 Goodrich Close, Watford	14:28 J303 17 Cobb Green, Watford
14	16:30 Unavailability	16:30 Unavailability	16:30 Unavailability	16:30 Unavailability	17:30 Unavailability	16:30 Unavailability
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Operatives work one job at a time, this has been clearly shown to increase jobs per day completed by 20% to 40% and improves customer focus and first time fix performance



View planning Show resources list

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May 2010

M	T	W	T	F	S	S
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10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

drag and drop enabled

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	Billy Tiedeman	Gavin Thomas	Ian Bullock	Rob White	Simon Cook	Tony Mills
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10	9:48 J279 1 Caractacus Green, Watford	10:48 J280 1 Caractacus Green, Watford	11:02 J282 40 Broomfield Rise, Watford	10:39 J290 1 Combe Road, Watford	11:54 J288 107 Croxley View, Watford	11:16 J298 33 Chestnut Walk, Watford
11	11:34 J289 FLAT 4 Broomfield House, Watford	11:17 J300 129 Links Way, Watford	11:48 J281 1 Deans Close, Watford	12:39 J304 107 Croxley View, Watford	12:09 J294 143 Greenbank Road, Watford	12:02 J302 36 Middle Way, Watford
12		13:12 J275			13:12 J275 1 Chilcott Road, Watford	12:52 J301 1 The Pelhams, Watford
13					14:15 J296 1 Goodrich Close, Watford	14:28 J303 17 Cobb Green, Watford
14	14:00 Unavailability					
15						
16	16:30 Unavailability	16:30 Unavailability	16:30 Unavailability	16:30 Unavailability		16:30 Unavailability
17					17:30 Unavailability	
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Four jobs have now started. Actual start times are reflected in the dairies



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10	10:48 J280 1 Caractacus Green, Watford		10:12 J281 1 Deans Close, Watford	10:39 J290 1 Combe Road, Watford	11:32 J287 51 Chelock Way, Watford	11:16 J298 33 Chestnut Walk, Watford
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12		13:29 J275		12:39 J304 107 Croxley View, Watford	13:29 J275 1 Chilcott Road, Watford	12:52 J301 1 The Pelhams, Watford
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14	14:00 Unavailability					
15					14:32 J296 1 Goodrich Close, Watford	14:28 J303 17 Cobb Green, Watford
16	16:30 Unavailability	16:30 Unavailability	16:30 Unavailability	16:30 Unavailability		16:30 Unavailability
17					17:30 Unavailability	
18						
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drag and drop enabled

Done Internet 100%

The job that has turned red is completed – the small blue bar on the left shows this was a No-Access visit, the operative will move on his next visit once the planner has confirmed the tenant cannot be contacted

View planning Show resources list

<< today >> showing : Wednesday 5 May 2010 Preserve all planning

	Billy Tiedeman	Gavin Thomas	Ian Bullock	Rob White	Simon Cook	Tony Mills
8					8:04 J278	
9	8:36 J295	8:30 J285	8:18 J286 29 Thorpe Crescent, Watford	8:34 J283 FLAT 41C Aldenham Road Hos	8:40 J282 40 Broomfield Rise, Watford	8:34 J297 1 Clarke Way, Watford
10	9:25 J293 FLAT 14A Albert Road, Watfor	10:20 J300		9:49 J284	9:50 J292 1 Deans Close, Watford	
11	10:35 J287 51 Chadock Way, Watford		10:35 J279 1 Caractacus Green, Watford	10:16 J280	10:45 J281 1 Deans Close, Watford	11:05 J298 33 Chestnut V
12	11:21 J289 FLAT 4 Bessock House, Watfor	12:00 J301 1 The Palhams, Watford	11:46 J291 1 Deans Close, Watford	10:52 J288 107 Croxley View, Watford 11:37 J290 1 Combe Road, Watford		
13				12:52 J304 107 Croxley View, Watford	12:35 J294 143 Greenbank Road, Watford	
14	14:00 Unavailability				13:38 J275 1 Chilcott Road, Watford	13:38 J275
15					14:41 J302 26 Middle Way, Watford	14:34 J296 1 Goodrich Close, Watford
16	16:30 Unavailability	16:30 Unavailability	16:30 Unavailability	16:30 Unavailability	15:33 J303 17 Cobb Green, Watford	
17					17:30 Unavailability	
18						
19						

month
week
working days
day
view default
May 2010
drag and drop enabled

As the day continues, OPTI-TIME gives you unrivalled visibility of the day. The blue side bars show no-access, black side bars show jobs followed on, all red are fully complete. In the above scenario, the planner would be pulling additional work in to ensure all operatives stayed busy all day.





APSE
Xmbrace Industry Briefing



Background

- 20+ years experience of Repairs
- 200+ customers
- Macro level – all the same objectives
- Micro level – all do it differently
- No overriding “right” way
- Many “wrong” ways
- Probably a better way

Agenda

- Partnering
- Separate or combined teams
- Systems thinking
- Top 10 operational tips
- Performance measurement
- Mobile update
- 2 hour slots



Partnering



What works well

- Sharing staff
- Clients taking ownership of contractor staff training
- Planners and call centre staff working together
- Planners trusted to react as required
- Good demand management
- Trust
- Close operational joint management
- Regular reviews and adjustment

What causes problems

- Schedule of rates
- Unrealistic appointment slots
- Measuring the wrong things– W.Y.M.I.W.Y.G
 - Call centre times v right info on job
 - Job priorities / SMV variances
- Not measuring the right things
 - Jobs per day / first time fix / Turnaround times
- Repair diagnosis



Is it better to have separate or combined teams for responsive and voids?



Flexibility is key

- Need interchangeable pools of 3 – 6
- Need to be able to get from one side of patch to other in 60(?) minutes
- Separate teams easier to manage / focus
- Weekly adjust balance between teams
- Can increase flexibility by
 - Merging teams
 - Identifying common repairs
 - Time profiling areas
 - Reduce emergencies



Are scheduling and
Systems Thinking
compatible?



Common ground

- Process simplification
- One job at a time
- Operative empowerment
- Centralised planners
- First time fix focus
- Culture change

What scheduling can add

- First point of contact appointments
- Reduced back-office admin
- Less stressed planners
- Scales to whole workforce
- More jobs per day
- Customer focused and workforce focused process



Top 10 Operations Checklist



Top 10

- Count jobs per day
- One job at a time
- Manage demand
- Appointment reminders
- Empower planners
- Investigate first time fix failure
- Drive down emergencies
- Complete every job
- Post completion call to customer
- Balance areas



What should you be measuring to understand performance?



What is important to your customer?

- Appointment wait time
- Convenient appointment
- Appointment kept
- First time fix (wait in once)
- Soft issues;
 - Helpful, friendly
 - Operative behaviour
 - Can do attitude

What else matters?

- Jobs per day!

Identify causes of problems

- Emergencies?
- Particular area?
- Trade?
- Materials?
- Particular operatives?



Mobile working update



Mobile working

- Uncertainty at the moment
 - Google & Motorola / Microsoft & Nokia
 - Windows Mobile 6.5 >>> Windows Phone 7.5?
 - Android, iPhone?
 - Devices: consumer v business?
 - PDAs / Tablets / Netbooks
- Back office supplier v 3rd party mobile
- Integration / Flexibility
- Signal reliability & job dispatch



Should you be offering 2
hour appointment slots?



Probably Not



Why not?

- Conflicts with first time fix
- Not a real issue
- Housing repairs not the same as Supermarkets
- Reduces productivity
- Needs more resources
- Increases appointment wait times
- Fix within slot vs arrive within slot

Thank you for your time

Register for

A Recipe For Change

INMOTION2012

Tuesday 24th April 2012





myOPTI-TIME
performance monitor

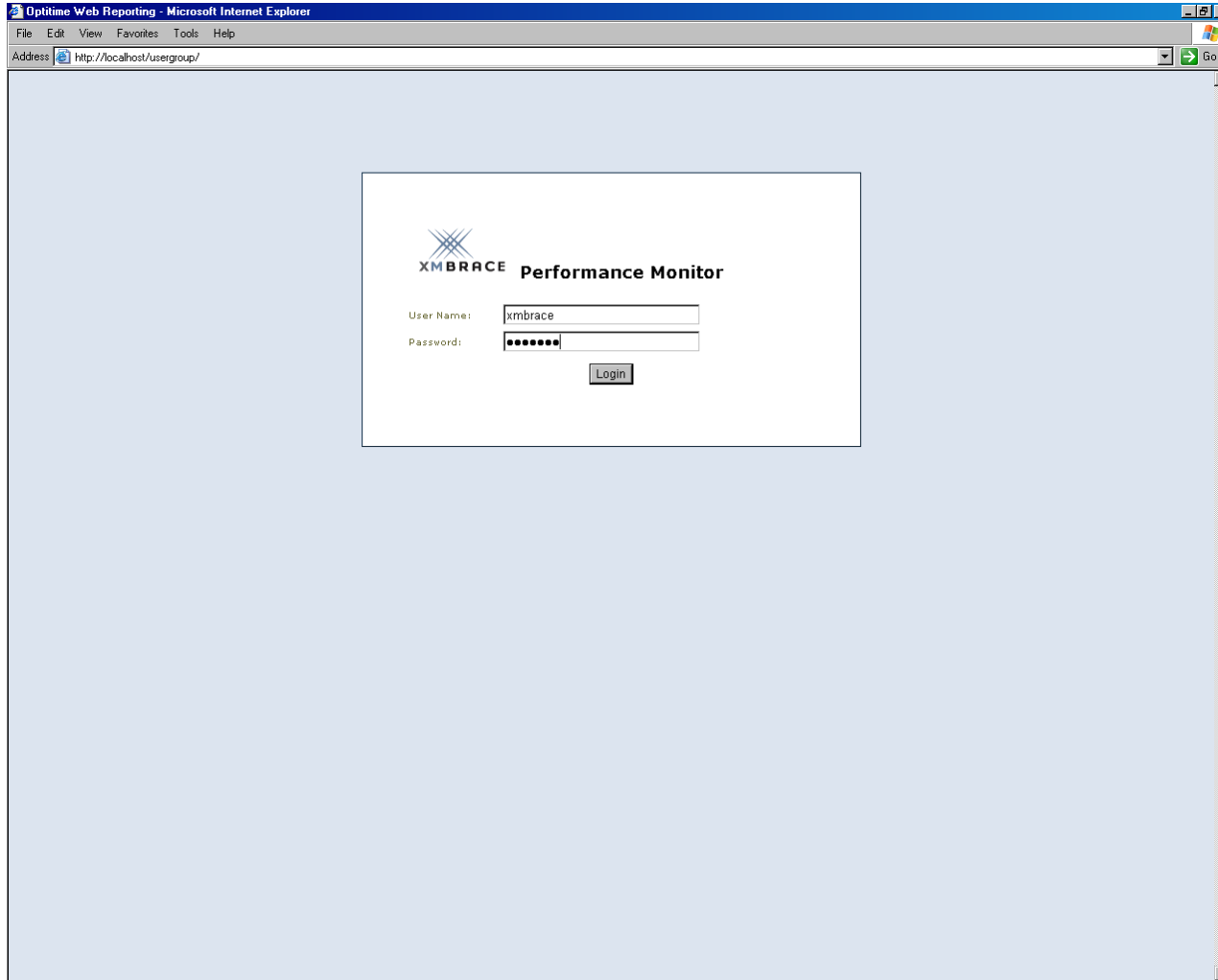


Performance Monitor

- Appointments extracted from Diaries
 - Daily
 - Rerun on following day if any appointments in open status
- Data transferred to Web Server
- Data summarised to Resource Group, Priority Group level
 - E.g. Carpenters into Resource Group Carpentry
 - Urgent and Emergency into Priority Group Emergency
- Web application interrogates summarised data



Login screen



Summary figures for week

XMB Web Reporting - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <http://localhost/usergroup/Reports.aspx>

XMBRACE Contract-1 [Logout](#)

Admin All Appointments **View Reports** Help

Reports Filter ▼

By Resource Group

- > **Summary**
- > [Fixed On First Visit](#)
- > [Not Fixed On First Visit](#)
- > [Turnaround Days](#)
- > [Appointments Met](#)
- > [Avg Jobs Per Day](#)
- > [Avg Carded Jobs](#)
- > [Avg Emergency Jobs](#)

By Priority Group

- > [Summary](#)
- > [Fixed On First Visit](#)
- > [Not Fixed On First Visit](#)
- > [Turnaround Days](#)
- > [Appointments Met](#)

By Operative

Select Resource Group:

- > [Number Of Jobs/Day](#)
- > [Fixed On First Visit](#)
- > [Not Fixed On First Visit](#)
- > [Carded Jobs/Day](#)
- > [Emergency Jobs/Day](#)

Resource Summary

Day / **Week** / Month / Year Week: 31/10/2010 - 07/11/2010 [Datagrid](#) << >>

Resource Group	% Appointed	% Kept	% First Time Fixes	Avg Days To Complete	Avg Jobs Per Day	Avg Visits Per Day
Bricklayer	0	0	0	0	0	0
Carpenter	0	100	0	14	0.02	0.02
Cleaner	0	0	0	0	0	0
Electrical	100	100	100	2.5	0.05	0.33
Handy Man	0	0	0	0	0	0
Heating	100	98.1	66.18	10.49	1.24	1.91
NonAppoint	0	0	0	0	0	0
Painter	0	0	0	0	0	0
Plasterer	0	0	0	0	0	0
Plumber	100	96	91.67	4.92	0.27	0.56
PVCu Operative	0	0	0	0	0	0
Roofer	100	100	100	1	0.1	0.1
Supervisor	0	0	0	0	0	0

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First Time Fix
= Completed
Orders

Filters

XMB Web Reporting - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address http://localhost/usergroup/Reports.aspx

Xmbrace
 Contract-1, Contract-2, Contract-3, Contract-4, Contract-5, Contract-6, Contract-7, Contract-8, Contract-9, Contract-10, Contract-11, Contract-12, Contract-13, Contract-14, Contract-15, Contract-16, Contract-17, Contract-18, Contract-19, Contract-20, Contra...

Admin All Appointments View Reports Help

Reports Filter

By Resource Group
 > Summary
 > Fixed On First Visit
 > Not Fixed On First Visit
 > Turnaround Days
 > Appointments Met
 > Avg Jobs Per Day
 > Avg Carded Jobs
 > Avg Emergency Jobs

By Priority Group
 > Summary
 > Fixed On First Visit
 > Not Fixed On First Visit
 > Turnaround Days
 > Appointments Met

By Operative
 Select Resource Group: [Dropdown]
 > Number Of Jobs/Day
 > Fixed On First Visit
 > Not Fixed On First Visit
 > Carded Jobs/Day
 > Emergency Jobs/Day

Show/Hide
 Date Range: 31 Oct 10 - 07 Nov 10
 Appointment Category: [Dropdown]
 Resource Group: -- ALL --, Bricklayer, Carpenter, Cleaner, Electrical, Handy Man
 Operatives: -- ALL --, Art Amps, B Fuse, Bert Bath, Bill Bath, Bill Boiler
 Priority Group: -- ALL --, Emergency, Floating, Inspection, Not currently used, Programmed

Apply Clear

	vg Visits Per Day					
	27					
	85					
	28					
	25					
	1					
	48					
	02					
	17					
Roofer	100	96.49	88.24	9.38	3.4	5.62
Supervisor	0	0	0	0	0	0

Xmbrace Ltd - Version (v4.4.0.9)

Filter for:


- Dates,
- Contracts,
- Resource Groups
- Priority Groups

Resource Summary

XMB Web Reporting - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <http://localhost/usergroup/Reports.aspx>

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 Contract-1, Contract-2, Contract-3, Contract-4, Contract-5, Contract-6, Contract-7, Contract-8, Contract-9, Contract-10, Contract-11, Contract-12, Contract-13, Contract-14, Contract-15, Contract-16, Contract-17, Contract-18, Contract-19, Contract-20, Contra...

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Reports Filter ▾

By Resource Group

- > **Summary**
- > [Fixed On First Visit](#)
- > [Not Fixed On First Visit](#)
- > [Turnaround Days](#)
- > [Appointments Met](#)
- > [Avg Jobs Per Day](#)
- > [Avg Carded Jobs](#)
- > [Avg Emergency Jobs](#)

By Priority Group

- > [Summary](#)
- > [Fixed On First Visit](#)
- > [Not Fixed On First Visit](#)
- > [Turnaround Days](#)
- > [Appointments Met](#)

By Operative

Select Resource Group:

- > [Number Of Jobs/Day](#)
- > [Fixed On First Visit](#)
- > [Not Fixed On First Visit](#)
- > [Carded Jobs/Day](#)
- > [Emergency Jobs/Day](#)

Resource Summary

Day / **Week** / Month / Year Week: 31/10/2010 - 07/11/2010 [Datagrid](#) << >>

Resource Group	% Appointed	% Kept	% First Time Fixes	Avg Days To Complete	Avg Jobs Per Day	Avg Visits Per Day
Bricklayer	100	96.15	57.14	10.93	0.7	1.27
Carpenter	99.36	98.09	82.47	8.31	1.76	2.85
Cleaner	0	0	0	0	0	0
Electrical	99.53	98.1	79.03	10.97	3.1	5.28
Handy Men	0	0	0	0	0	0
Heating	99.44	96.65	67.29	9.11	1.95	3.25
NonAppoint	0	0	0	0	0	0
Painter	100	100	25	15	0.4	1.1
Plasterer	100	100	65	6.5	0.8	1.48
Plumber	100	98.53	87.06	5.69	1.89	3.02
PVCu Operative	100	97.47	66.67	9.27	3	5.17
Roofer	100	96.49	88.24	9.38	3.4	5.62
Supervisor	0	0	0	0	0	0

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Summary for all Contracts

Summary by Priority

XMB Web Reporting - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address http://localhost/usergroup/Reports.aspx

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 Contract-1, Contract-2, Contract-3, Contract-4, Contract-5, Contract-6, Contract-7, Contract-8, Contract-9, Contract-10, Contract-11, Contract-12, Contract-13, Contract-14, Contract-15, Contract-16, Contract-17, Contract-18, Contract-19, Contract-20, Contra...

Admin All Appointments View Reports Help

Reports Filter

By Resource Group
 > Summary
 > Fixed On First Visit
 > Not Fixed On First Visit
 > Turnaround Days
 > Appointments Met
 > Avg Jobs Per Day
 > Avg Carded Jobs
 > Avg Emergency Jobs

By Priority Group
 > **Summary**
 > Fixed On First Visit
 > Not Fixed On First Visit
 > Turnaround Days
 > Appointments Met

By Operative
 Select Resource Group:

 > Number Of Jobs/Day
 > Fixed On First Visit
 > Not Fixed On First Visit
 > Carded Jobs/Day
 > Emergency Jobs/Day

Priority Summary

Day / Week / Month / Year Week: 31/10/2010 - 07/11/2010 **Datagrid** << >>

Priority Group	% Appointed	% Kept	% First Time Fixes	Avg Days To Complete	Avg Jobs Per Day	Avg Visits Per Day
Emergency	99.14	97.41	74.65	3.87	14.2	2.92
Floating	100	95	69.23	7.62	2.6	0.54
Inspection	0	0	0	0	0	0
Not currently used	0	0	0	0	0	0
Programmed	100	100	0	95	0.2	0.03
Routine	99.82	97.5	81.02	9.2	66.4	19.6
U/Guarantee	100	100	0	0	0	0.02
Urgent	99.36	98.15	72.73	10.67	19.8	3.69
Void	100	100	38.46	4.31	2.6	0.88

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Similar, by Priority instead of Resource



First time fixes

XMB Web Reporting - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address http://localhost/usergroup/Reports.aspx

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 Contract-1, Contract-2, Contract-3, Contract-4, Contract-5, Contract-6, Contract-7, Contract-8, Contract-9, Contract-10, Contract-11, Contract-12, Contract-13, Contract-14, Contract-15, Contract-16, Contract-17, Contract-18, Contract-19, Contract-20, Contra...

Admin All Appointments View Reports Help

Reports Filter

By Resource Group
 > Summary
 > **Fixed On First Visit**
 > Not Fixed On First Visit
 > Turnaround Days
 > Appointments Met
 > Avg Jobs Per Day
 > Avg Carded Jobs
 > Avg Emergency Jobs

By Priority Group
 > Summary
 > Fixed On First Visit
 > Not Fixed On First Visit
 > Turnaround Days
 > Appointments Met

By Operative
 Select Resource Group:

 > Number Of Jobs/Day
 > Fixed On First Visit
 > Not Fixed On First Visit
 > Carded Jobs/Day
 > Emergency Jobs/Day

% Jobs Fixed On First Visit by Resource Group

Day / Week / Month / Year Week: 31/10/2010 - 07/11/2010 [Datagrid](#) / [Chart](#) << >>

Day Of Week	Bricklayer	Carpenter	Electrical	Heating	Painter	Plasterer	Plumber	PVCu Operative	Rofer
Sun	0	0	0	0	0	0	0	0	0
Mon	100.00	89.47	81.82	68.75	0	75.00	94.12	71.43	83.33
Tue	66.67	77.78	85.19	80.95	0	50.00	95.00	42.86	60.00
Wed	33.33	92.86	80.77	55.00	0	50.00	68.75	88.89	100.00
Thu	50.00	81.48	87.50	68.97	50.00	83.33	92.86	50.00	87.50
Fri	66.67	73.68	60.71	61.90	0	50.00	83.33	75.00	100.00
Sat	0	0	0	0	0	0	0	0	0

Xmbrace Ltd - Version (v4.4.0.9)

% Fixed on First Visit


Based on Completed Orders

First time fixes by day

XMB Web Reporting - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <http://localhost/usergroup/Reports.aspx>

 **Xmbrace**
Contract-1, Contract-2, Contract-3, Contract-4, Contract-5, Contract-6, Contract-7, Contract-8, Contract-9, Contract-10, Contract-11, Contract-12, Contract-13, Contract-14, Contract-15, Contract-16, Contract-17, Contract-18, Contract-19, Contract-20, Contra...

[Admin](#) [All Appointments](#) [View Reports](#) [Help](#)

Reports Filter ▾

By Resource Group
> [Summary](#)
> **Fixed On First Visit**
> [Not Fixed On First Visit](#)
> [Turnaround Days](#)
> [Appointments Met](#)
> [Avg Jobs Per Day](#)
> [Avg Carded Jobs](#)
> [Avg Emergency Jobs](#)

By Priority Group
> [Summary](#)
> [Fixed On First Visit](#)
> [Not Fixed On First Visit](#)
> [Turnaround Days](#)
> [Appointments Met](#)

By Operative
Select Resource Group:

> [Number Of Jobs/Day](#)
> [Fixed On First Visit](#)
> [Not Fixed On First Visit](#)
> [Carded Jobs/Day](#)
> [Emergency Jobs/Day](#)

% Jobs Fixed On First Visit by Resource Group

Day / Week / Month / Year Day: 01/11/2010 **Datagrid** << >>

Day	Bricklayer	Carpenter	Electrical	Heating	Painter	Plasterer	Plumber	PVCu Operative	Roofer
01	100.00	89.47	81.82	68.75	0	75.00	94.12	71.43	83.33

Xmbrace Ltd - Version (v4.4.0.9)

% Fixed on
First Visit
By Day




First time fixes by month

XMB Web Reporting - Microsoft Internet Explorer

File Edit View Favorites Tools Help

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 Contract-1, Contract-2, Contract-3, Contract-4, Contract-5, Contract-6, Contract-7, Contract-8, Contract-9, Contract-10, Contract-11, Contract-12, Contract-13, Contract-14, Contract-15, Contract-16, Contract-17, Contract-18, Contract-19, Contract-20, Contra...

Admin All Appointments View Reports Help

Reports Filter ▾

By Resource Group
 > Summary
 > **Fixed On First Visit**
 > Not Fixed On First Visit
 > Turnaround Days
 > Appointments Met
 > Avg Jobs Per Day
 > Avg Carded Jobs
 > Avg Emergency Jobs

By Priority Group
 > Summary
 > Fixed On First Visit
 > Not Fixed On First Visit
 > Turnaround Days
 > Appointments Met

By Operative
 Select Resource Group:

 > Number Of Jobs/Day
 > Fixed On First Visit
 > Not Fixed On First Visit
 > Carded Jobs/Day
 > Emergency Jobs/Day

% Jobs Fixed On First Visit by Resource Group

Day / Week / Month / Year Day: 01/11/2010 **Datagrid** << >>

Day	Bricklayer	Carpenter	Electrical	Heating	Painter	Plasterer	Plumber	PVCu Operative	Roofer
01	100.00	89.47	81.82	68.75	0	75.00	94.12	71.43	83.33

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% Fixed on First Visit For Month



First time fixes by year

XMB Web Reporting - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <http://localhost/usergroup/Reports.aspx>

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 Contract-1, Contract-2, Contract-3, Contract-4, Contract-5, Contract-6, Contract-7, Contract-8, Contract-9, Contract-10, Contract-11, Contract-12, Contract-13, Contract-14, Contract-15, Contract-16, Contract-17, Contract-18, Contract-19, Contract-20, Contra...

Admin All Appointments View Reports Help

Reports Filter

By Resource Group
 > Summary
 > **Fixed On First Visit**
 > Not Fixed On First Visit
 > Turnaround Days
 > Appointments Met
 > Avg Jobs Per Day
 > Avg Carded Jobs
 > Avg Emergency Jobs

By Priority Group
 > Summary
 > Fixed On First Visit
 > Not Fixed On First Visit
 > Turnaround Days
 > Appointments Met

By Operative
 Select Resource Group:

 > Number Of Jobs/Day
 > Fixed On First Visit
 > Not Fixed On First Visit
 > Carded Jobs/Day
 > Emergency Jobs/Day

% Jobs Fixed On First Visit by Resource Group

Day / Week / Month / Year Year: 01/01/2010 - 31/12/2010 [Datagrid](#) / [Chart](#) << >>

Month	Bricklayer	Carpenter	Electrical	Heating	Painter	Plasterer	Plumber	PVCu Operative	Rofer
Jan	0	0	0	0	0	0	0	0	0
Feb	0	0	0	0	0	0	0	0	0
Mar	0	0	0	0	0	0	0	0	0
Apr	0	0	0	0	0	0	0	0	0
May	0	0	0	0	0	0	0	0	0
Jun	0	0	0	0	0	0	0	0	0
Jul	0	0	0	0	0	0	0	0	0
Aug	0	0	0	0	0	0	0	0	0
Sep	0	0	0	0	0	0	0	0	0
Oct	72.00	75.76	82.61	70.83	75.00	73.91	78.63	72.73	89.19
Nov	57.14	82.47	79.03	67.29	25.00	65.00	87.06	66.67	88.24
Dec	0	0	0	0	0	0	0	0	0

Xmbrace Ltd - Version (v4.4.0.9)

% Fixed on First Visit For Year




Not fixed on first visit

XMB Web Reporting - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <http://localhost/usergroup/Reports.aspx>

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Contract-1, Contract-2, Contract-3, Contract-4, Contract-5, Contract-6, Contract-7, Contract-8, Contract-9, Contract-10, Contract-11, Contract-12, Contract-13, Contract-14, Contract-15, Contract-16, Contract-17, Contract-18, Contract-19, Contract-20, Contra...

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Reports Filter ▾

By Resource Group
> [Summary](#)
> [Fixed On First Visit](#)
> **[Not Fixed On First Visit](#)**
> [Turnaround Days](#)
> [Appointments Met](#)
> [Avg Jobs Per Day](#)
> [Avg Carded Jobs](#)
> [Avg Emergency Jobs](#)

By Priority Group
> [Summary](#)
> [Fixed On First Visit](#)
> **[Not Fixed On First Visit](#)**
> [Turnaround Days](#)
> [Appointments Met](#)

By Operative
Select Resource Group:

> [Number Of Jobs/Day](#)
> [Fixed On First Visit](#)
> **[Not Fixed On First Visit](#)**
> [Carded Jobs/Day](#)
> [Emergency Jobs/Day](#)

% Not Fixed On First Visit by Resource Group

Day / Week / Month / Year Week: 31/10/2010 - 07/11/2010 [Datagrid](#) / [Chart](#) << >>

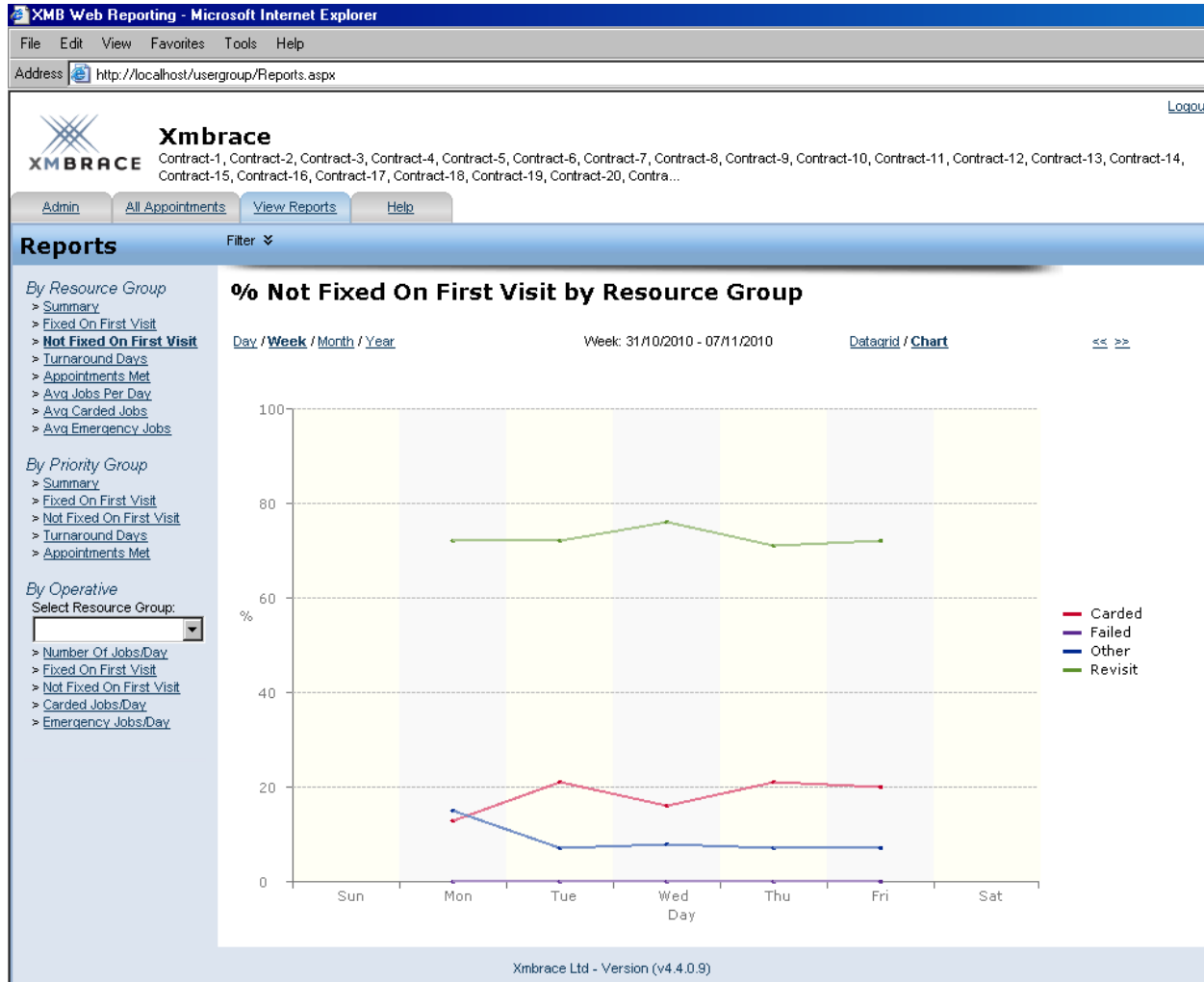
Day Of Week	Carded	Failed	Other	Revisit
Sun	0	0	0	0
Mon	12.77	0	14.89	72.34
Tue	20.9	0	7.46	71.64
Wed	15.87	0	7.94	76.19
Thu	21.43	0	7.14	71.43
Fri	20.37	0	7.41	72.22
Sat	0	0	0	0

Xmbrace Ltd - Version (v4.4.0.9)

Not Fixed on
First Visit

Based on
Appointments

Graphical view



% Not Fixed
on First Visit
As Chart


Turnaround days

Turnaround Days

XMB Web Reporting - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <http://localhost/usergroup/Reports.aspx>

 **Xmbrace**
 Contract-1, Contract-2, Contract-3, Contract-4, Contract-5, Contract-6, Contract-7, Contract-8, Contract-9, Contract-10, Contract-11, Contract-12, Contract-13, Contract-14, Contract-15, Contract-16, Contract-17, Contract-18, Contract-19, Contract-20, Contra...

[Admin](#) [All Appointments](#) [View Reports](#) [Help](#)

Reports Filter ▾

By Resource Group
 > [Summary](#)
 > [Fixed On First Visit](#)
 > [Not Fixed On First Visit](#)
 > **[Turnaround Days](#)**
 > [Appointments Met](#)
 > [Avg Jobs Per Day](#)
 > [Avg Carded Jobs](#)
 > [Avg Emergency Jobs](#)

By Priority Group
 > [Summary](#)
 > [Fixed On First Visit](#)
 > [Not Fixed On First Visit](#)
 > [Turnaround Days](#)
 > [Appointments Met](#)

By Operative
 Select Resource Group:

 > [Number Of Jobs/Day](#)
 > [Fixed On First Visit](#)
 > [Not Fixed On First Visit](#)
 > [Carded Jobs/Day](#)
 > [Emergency Jobs/Day](#)

Average Turnaround Days by Resource Group

Day / Week / Month / Year Week: 31/10/2010 - 07/11/2010 [Datagrid](#) / [Chart](#) << >>

Day Of Week	Bricklayer	Carpenter	Electrical	Heating	Painter	Plasterer	Plumber	PVCu Operative	Roofer
Sun	0	0	0	0	0	0	0	0	0
Mon	2	6.42	7	7.69	35	9	4.35	3.86	18
Tue	7	9.83	8.56	7.14	0	7	3.85	13.71	13.4
Wed	10	8.79	6.35	11.95	0	7.5	4.5	6.67	2
Thu	9.75	9.33	7.09	8.66	3	4.33	5.71	13.4	7.25
Fri	20.33	6.95	23.57	10.1	19	6	10.06	8.33	7.6
Sat	0	0	0	0	0	0	0	0	0

Xmbrace Ltd - Version (v4.4.0.9)


Appointments met

XMB Web Reporting - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <http://localhost/usergroup/Reports.aspx>

[Logout](#)



Xmbrace
 Contract-1, Contract-2, Contract-3, Contract-4, Contract-5, Contract-6, Contract-7, Contract-8, Contract-9, Contract-10, Contract-11, Contract-12, Contract-13, Contract-14, Contract-15, Contract-16, Contract-17, Contract-18, Contract-19, Contract-20, Contra...

Admin All Appointments View Reports Help

Reports Filter ▾

By Resource Group

- > [Summary](#)
- > [Fixed On First Visit](#)
- > [Not Fixed On First Visit](#)
- > [Turnaround Days](#)
- > **Appointments Met**
- > [Avg Jobs Per Day](#)
- > [Avg Carded Jobs](#)
- > [Avg Emergency Jobs](#)

By Priority Group

- > [Summary](#)
- > [Fixed On First Visit](#)
- > [Not Fixed On First Visit](#)
- > [Turnaround Days](#)
- > [Appointments Met](#)

By Operative

Select Resource Group:

- > [Number Of Jobs/Day](#)
- > [Fixed On First Visit](#)
- > [Not Fixed On First Visit](#)
- > [Carded Jobs/Day](#)
- > [Emergency Jobs/Day](#)

% Appointments Met by Resource Group

Day / Week / Month / Year Week: 31/10/2010 - 07/11/2010 [Datagrid](#) / [Chart](#) << >>

Day Of Week	Bricklayer	Carpenter	Electrical	Heating	Painter	Plasterer	Plumber	PVCu Operative	Roofer
Sun	0	0	0	0	0	0	0	0	0
Mon	100	96.97	96	96.77	100	100	100	100	100
Tue	100	100	100	97.22	100	100	100	100	100
Wed	80	100	97.67	97.5	100	100	100	100	100
Thu	100	100	97.92	97.14	100	100	100	88.24	100
Fri	100	93.1	100	97.22	100	100	92.31	100	87.5
Sat	0	0	0	0	0	0	0	0	0

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Appointments Met

Number of jobs / day

Number of
Jobs / Day

XMB Web Reporting - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address http://localhost/usergroup/Reports.aspx

Xmbrace
Contract-1, Contract-2, Contract-3, Contract-4, Contract-5, Contract-6, Contract-7, Contract-8, Contract-9, Contract-10, Contract-11, Contract-12, Contract-13, Contract-14, Contract-15, Contract-16, Contract-17, Contract-18, Contract-19, Contract-20, Contra...

Admin All Appointments View Reports Help

Reports Filter

By Resource Group
 > Summary
 > Fixed On First Visit
 > Not Fixed On First Visit
 > Turnaround Days
 > Appointments Met
> Avg Jobs Per Day
 > Avg Carded Jobs
 > Avg Emergency Jobs

By Priority Group
 > Summary
 > Fixed On First Visit
 > Not Fixed On First Visit
 > Turnaround Days
 > Appointments Met

By Operative
 Select Resource Group:

 > Number Of Jobs/Day
 > Fixed On First Visit
 > Not Fixed On First Visit
 > Carded Jobs/Day
 > Emergency Jobs/Day

Resource Average Number Of Jobs Per Day

Day / Week / Month / Year Week: 31/10/2010 - 07/11/2010 [Datagrid](#) / [Chart](#) << >>

Day Of Week	Bricklayer	Carpenter	Electrical	Heating	Painter	Plasterer	Plumber	PVCu Operative	Roofer
Sun	0	0	0	0	0	0	0	0	0
Mon	3	33	25	31	3	8	27	13	8
Tue	9	28	46	36	2	8	32	12	10
Wed	5	32	44	40	2	6	24	20	12
Thu	6	34	48	35	3	9	27	17	11
Fri	3	30	48	37	1	6	26	17	16
Sat	0	0	0	0	0	0	0	0	0

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Carded jobs


Carded Jobs

XMB Web Reporting - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <http://localhost/usergroup/Reports.aspx>

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[Admin](#) [All Appointments](#) [View Reports](#) [Help](#)

Reports

Filter ▼

By Resource Group

- > [Summary](#)
- > [Fixed On First Visit](#)
- > [Not Fixed On First Visit](#)
- > [Turnaround Days](#)
- > [Appointments Met](#)
- > [Avg Jobs Per Day](#)
- > **[Avg Carded Jobs](#)**
- > [Avg Emergency Jobs](#)

By Priority Group

- > [Summary](#)
- > [Fixed On First Visit](#)
- > [Not Fixed On First Visit](#)
- > [Turnaround Days](#)
- > [Appointments Met](#)

By Operative

Select Resource Group:

- > [Number Of Jobs/Day](#)
- > [Fixed On First Visit](#)
- > [Not Fixed On First Visit](#)
- > [Carded Jobs/Day](#)
- > [Emergency Jobs/Day](#)

Resource Average Number Of Carded Jobs

Day / **Week** / Month / Year Week: 31/10/2010 - 07/11/2010 [Datagrid](#) / [Chart](#) << >>

Day Of Week	Bricklayer	Carpenter	Electrical	Heating	Painter	Plasterer	Plumber	PVCu Operative	Rofer
Sun	0	0	0	0	0	0	0	0	0
Mon	0	2	1	2	0	0	1	0	0
Tue	0	0	4	5	0	2	2	1	0
Wed	0	1	1	6	0	0	1	1	0
Thu	0	2	1	1	0	0	2	2	1
Fri	0	1	4	1	0	0	2	3	0
Sat	0	0	0	0	0	0	0	0	0

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Emergency jobs


Emergency Jobs

XMB Web Reporting - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <http://localhost/usergroup/Reports.aspx>

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Admin All Appointments View Reports Help

Reports

Filter ▼

By Resource Group

- > [Summary](#)
- > [Fixed On First Visit](#)
- > [Not Fixed On First Visit](#)
- > [Turnaround Days](#)
- > [Appointments Met](#)
- > [Avg Jobs Per Day](#)
- > [Avg Carded Jobs](#)
- > **[Avg Emergency Jobs](#)**

By Priority Group

- > [Summary](#)
- > [Fixed On First Visit](#)
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- > [Turnaround Days](#)
- > [Appointments Met](#)

By Operative

Select Resource Group:

- > [Number Of Jobs/Day](#)
- > [Fixed On First Visit](#)
- > [Not Fixed On First Visit](#)
- > [Carded Jobs/Day](#)
- > [Emergency Jobs/Day](#)

Resource Average Number Of Emergency Jobs

Day / Week / Month / Year Week: 31/10/2010 - 07/11/2010 [Datagrid](#) / [Chart](#) << >>

Day Of Week	Bricklayer	Carpenter	Electrical	Heating	Plasterer	Plumber	PVCu Operative	Roofer
Sun	0	0	0	0	0	0	0	0
Mon	0	2	3	10	0	6	3	0
Tue	0	2	1	13	2	8	0	0
Wed	0	1	4	9	0	3	1	0
Thu	0	4	1	8	1	3	0	2
Fri	1	4	3	15	1	3	0	2
Sat	0	0	0	0	0	0	0	0

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Analysis by Priority Group

XMB Web Reporting - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <http://localhost/usergroup/Reports.aspx>

 **Xmbrace**
Contract-1, Contract-2, Contract-3, Contract-4, Contract-5, Contract-6, Contract-7, Contract-8, Contract-9, Contract-10, Contract-11, Contract-12, Contract-13, Contract-14, Contract-15, Contract-16, Contract-17, Contract-18, Contract-19, Contract-20, Contra...

[Admin](#) [All Appointments](#) [View Reports](#) [Help](#)

Reports Filter ▾

By Resource Group
> [Summary](#)
> [Fixed On First Visit](#)
> [Not Fixed On First Visit](#)
> [Turnaround Days](#)
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> [Avg Jobs Per Day](#)
> [Avg Carded Jobs](#)
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By Priority Group
> [Summary](#)
> **[Fixed On First Visit](#)**
> [Not Fixed On First Visit](#)
> [Turnaround Days](#)
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By Operative
Select Resource Group:

> [Number Of Jobs/Day](#)
> [Fixed On First Visit](#)
> [Not Fixed On First Visit](#)
> [Carded Jobs/Day](#)
> [Emergency Jobs/Day](#)

% Jobs Fixed On First Visit by Priority Group

Day / [Week](#) / [Month](#) / [Year](#) Week: 31/10/2010 - 07/11/2010 [Datagrid](#) / [Chart](#) << >>

Day Of Week	Emergency	Floating	Programmed	Routine	Urgent	Void
Sun	0	0	0	0	0	0
Mon	90.91	100.00	0	84.91	68.75	0
Tue	86.67	60.00	0	79.37	83.33	66.67
Wed	61.54	100.00	0	80.70	68.42	60.00
Thu	66.67	75.00	0	82.56	76.00	0
Fri	70.59	50.00	0	78.08	66.67	0
Sat	0	0	0	0	0	0

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Similar
Screens by
Priority Group



Operative Jobs / Day

XMB Web Reporting - Microsoft Internet Explorer

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Admin | All Appointments | **View Reports** | Help

Reports Filter ▾

By Resource Group
 > Summary
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 > Avg Emergency Jobs

By Priority Group
 > Summary
 > Fixed On First Visit
 > Not Fixed On First Visit
 > Turnaround Days
 > Appointments Met

By Operative
 Select Resource Group:

 Bricklayer
Carpenter
 Cleaner
 Electrical
 Handy Man
 Heating
 NonAppoint
 Painter
 Plasterer
 Plumber

Average Jobs per Day by Operative Resource Group

Day / Week / Month / Year Week: 31/10/2010 - 07/11/2010

Day Of Week	Art Amps	B Fuse	Bert Bath	Bill Bath	Billy Brick	C Saw	Charlie Carpenter	Chas Chipboard	Chip Chisel	Con Vector	D Rill	Dan Drain	Ed Wood	Eddie Lectric	Fan Heater	Graham Gas	Graham Gutter	H Water	Jim Joiner	Joe Joint	L Eaky	L Wire	Le: Lo
Sun	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Mon	0	4	0	1	2	2	5	1	5	0	2	5	3	2	4	9	3	7	6	2	7	7	1
Tue	3	6	2	1	3	1	2	2	4	1	4	7	2	3	1	7	4	6	1	7	6	1	5
Wed	0	9	5	1	1	1	4	2	5	1	4	3	2	9	6	4	6	3	1	4	7	2	4
Thu	1	8	6	4	1	5	7	3	3	2	0	8	1	9	5	6	5	0	4	3	4	5	1
Fri	0	8	5	0	1	3	8	5	1	0	0	7	1	8	5	7	3	5	2	3	4	4	4
Sat	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0


Xmbrace Ltd - Version (v4.4)

Jobs / Day for Carpenters

XMB Web Reporting - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <http://localhost/usergroup/Reports.aspx>

 **Xmbrace**
 Contract-1, Contract-2, Contract-3, Contract-4, Contract-5, Contract-6, Contract-7, Contract-8, Contract-9, Contract-10, Contract-11, Contract-12, Contract-13, Contract-14, Contract-15, Contract-16, Contract-17, Contract-18, Contract-19, Contract-20, Contra...

Admin All Appointments View Reports Help

Reports Filter ▾

By Resource Group
 > Summary
 > Fixed On First Visit
 > Not Fixed On First Visit
 > Turnaround Days
 > Appointments Met
 > Avg Jobs Per Day
 > Avg Carded Jobs
 > Avg Emergency Jobs

By Priority Group
 > Summary
 > Fixed On First Visit
 > Not Fixed On First Visit
 > Turnaround Days
 > Appointments Met

By Operative
 Select Resource Group:
 ▾

> **Number Of Jobs/Day**
 > Fixed On First Visit
 > Not Fixed On First Visit
 > Carded Jobs/Day
 > Emergency Jobs/Day

Average Jobs per Day by Operative Resource Group

Day / Week / Month / Year Week: 31/10/2010 - 07/11/2010 [Datagrid](#) / [Chart](#) << >>

Day Of Week	C Saw	Charlie Carpenter	Chas Chipboard	Chip Chisel	D Rill	Ed Wood	Jim Joiner	Joe Joint	Mike Mallet	Sandy Paper
Sun	0	0	0	0	0	0	0	0	0	0
Mon	2	5	1	5	2	3	6	2	4	3
Tue	1	2	2	4	4	2	1	7	4	1
Wed	1	4	2	5	4	2	1	4	5	4
Thu	5	7	3	3	0	1	4	3	4	4
Fri	3	8	5	1	0	1	2	3	2	5
Sat	0	0	0	0	0	0	0	0	0	0

Xmbrace Ltd - Version (v4.4.0.9)

Jobs / Day for Carpenters



Appointments Summarised

XMB Web Reporting - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address http://localhost/usergroup/AllAppointments.aspx

XMBRACE Xbrace
Contract-1, Contract-2, Contract-3, Contract-4, Contract-5, Contract-6, Contract-7, Contract-8, Contract-9, Contract-10, Contract-11, Contract-12, Contract-13, Contract-14, Contract-15, Contract-16, Contract-17, Contract-18, Contract-19

Admin All Appointments View Reports Help

Appointments Filter

Day / Week / Month / Year Week: 31/10/2010 - 07/11/2010

ActualStart	OrigOrderNo	VisitStatus	VisitResult	ResourceName	ApptReason	ApptCategory	ApptSequence	FirstTimeFix	AppointmentMet	Carded	FollowC
01/11/2010 07:41:00	RH10679327000	COMPLETED	Job FULLY Completed	Joe Joint	FIRST	Appointed	Follow On	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
01/11/2010 07:45:00	RH10691142000	COMPLETED	Job FULLY Completed	Phil Holes	FIRST	Appointed	First	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
01/11/2010 07:55:00	RH10679327000	COMPLETED	Job FULLY Completed	P Lastic	Tenant Changed	Appointed	Follow On	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
01/11/2010 07:56:00	RH10688826000	COMPLETED	RE-VISIT Rqd. Appt.made	Pete Plaster	FIRST	Appointed	First	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
01/11/2010 07:57:00	RH10689240000	COMPLETED	Job FULLY Completed	Ray On	FIRST	Appointed	Follow On	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
01/11/2010 07:59:00	RH10690168000	COMPLETED	RE-VISIT Rqd. Appt.made	Mike Mallet	FIRST	Appointed	First	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
01/11/2010 08:00:00	RH10684078000	Completed	Job FULLY Completed		FIRST	Appointed	Follow On	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
01/11/2010 08:00:00	RH10689837000	COMPLETED	RE-VISIT Rqd. Needs Appt.	Chip Chisel	FIRST	Appointed	First	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
01/11/2010 08:00:00	RH10686831000	COMPLETED	Job FULLY Completed	C Saw	FIRST	Appointed	Follow On	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
01/11/2010 08:01:00	Z31005/1	COMPLETED	Job FULLY Completed	Graham Gas	FIRST	Appointed	First	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
01/11/2010 08:02:00	RH10686235000	COMPLETED	Job FULLY Completed	Pat Painter	FIRST	Appointed	Follow On	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
01/11/2010 08:04:00	Z32592/2	COMPLETED	Job FULLY Completed	Pam Pilot	FIRST	Appointed	Follow On	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
01/11/2010 08:04:00	RH10690875000	COMPLETED	Job FULLY Completed	B Fuse	FIRST	Appointed	First	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
01/11/2010 08:06:00	RH10679327000	COMPLETED	Job FULLY Completed	Billy Brick	FIRST	Appointed	Follow On	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
01/11/2010 08:10:00	RH10689782000	COMPLETED	NO ACCESS - CARDED	Jim Joiner	FIRST	Appointed	First	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
01/11/2010 08:11:00	RH10690240000	Completed	Job FULLY Completed	Charlie Carpenter	FIRST	Appointed	First	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
01/11/2010 08:17:00	RH10678869000	COMPLETED	RE-VISIT Rqd. Needs Appt.	Ray On	First	Appointed	First	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
01/11/2010 08:18:00	RH10690023000	COMPLETED	RE-VISIT Rqd. Appt.made	Eddie Lectric	FIRST	Appointed	First	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Appointments Summarised on Screens

Maintenance of control tables

The screenshot shows a web browser window titled "XMB Web Reporting - Microsoft Internet Explorer". The address bar displays "http://localhost/usergroup/AdminResources.aspx". The page header includes the XMBRACE logo and the text "Xmbrace Contract-1, Contract-2, Contract-3, Contract-4, Contract-5, Contract-6, Contract-7, Contract-8, Contract-9, Contract-10, Contract-11, Contract-12, Contract-13, Contract-14, Contr". Below the header is a navigation menu with buttons for "Admin", "All Appointments", "View Reports", and "Help". The main content area is titled "Admin" and features a left-hand navigation tree with links for "Users", "Customers", "Contracts", "Resources", "Resource Groups", "Priorities", "Priority Groups", "Completion Categories", and "Appointment Reasons". The "Resources" section is active, displaying a form with the following fields: "Select Resource:" (dropdown menu with "Bill Bath" selected), "Resource Name:" (text input with "Bill Bath"), "Resource Group:" (dropdown menu with "Plumber" selected), and "Optitime ID:" (text input with "94540"). At the bottom of the form are three buttons: "New", "Delete", and "Save". The footer of the page contains the text "Xmbrace Ltd".

Maintenance of Control Tables



