Day

4/12/2019 - 4/26/2019

Department

(All) ⌄

Process

☑ (All)   ☑ Approvement   ☑ Design

| Pending Overdue	Finished Overdue	Entered	Pending	Finished
125 - 63....	7 + 9.3%	33 - 38....	458 - 62....	17 - 75.7%
Previous Day: 344	Previous Day: 7	Previous Day: 54	Previous Day: 1227	Previous Day: 70

Backlog Trend
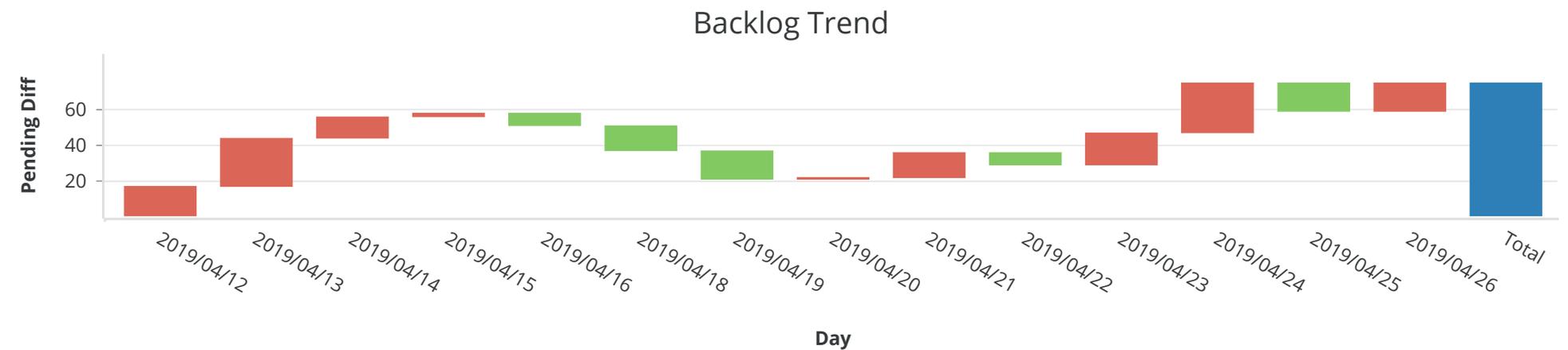
Intraday Process Details

Day	Deparment	Process	Pending Overdue	Finished Overdue	Entered	Pending	Finished
2019/04/26	Engineering	Design	44	1	15	176	9
	Finance	Purchasing	82	2	18	282	8
2019/04/25	Engineering	Transmission	54	4	12	179	20
	Finance	Transmission	83	5	11	276	17
	Marketing	Approvement	48	5	12	219	16
	Production	Distribution	89	1	11	291	10

Day

4/16/2019 - 4/24/2019

Department

(All)

Process

(All)

Entered	Finished	Finished Overdue	Avg Handle Time
596	579	91	01:48:28

Volumes

Metrics
- Entered
- Finished

Pending by Process

173 - 210
210 - 227
234 - 262
262 - 392
440 - 516
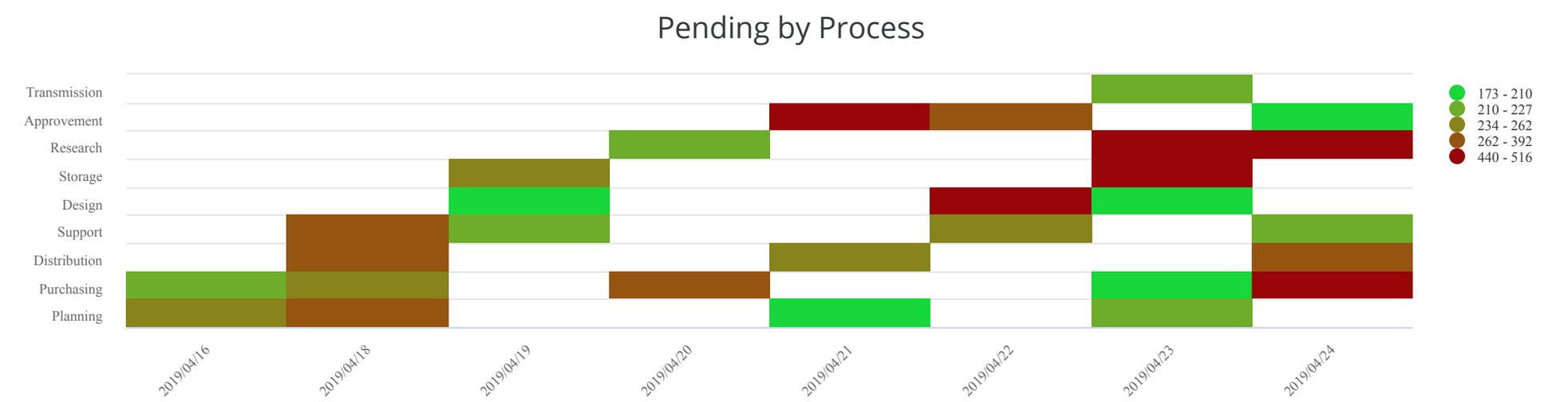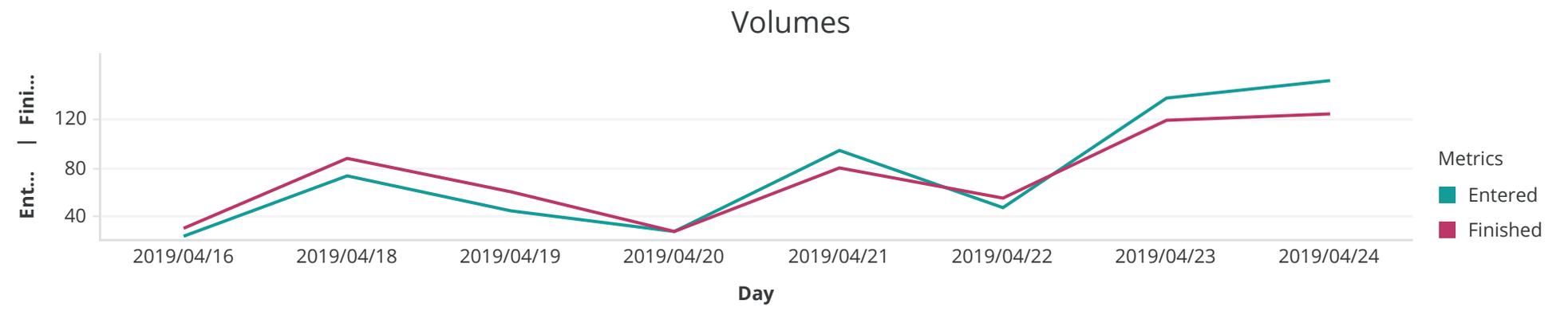
Day

4/1/2019 - 4/28/2019

Department

[Search] Department

Process

[Search] Process

Avg Accept Time

00:00:25

Avg Handle Time

01:55:33

Avg Finish Time

02:03:27

Avg Handle Time by Process

Process

Distribution	
Purchasing	
Support	
Planning	
Transmission	
Research	
Approvement	
Design	
Storage	

Process
- Distribu...
- Purcha...
- Support
- Planning
- Transm...
- Research
- Approv...
- Design
- Storage

x-axis: 00:28:48 00:57:36 01:26:24 01:55:12

Avg Handle Time
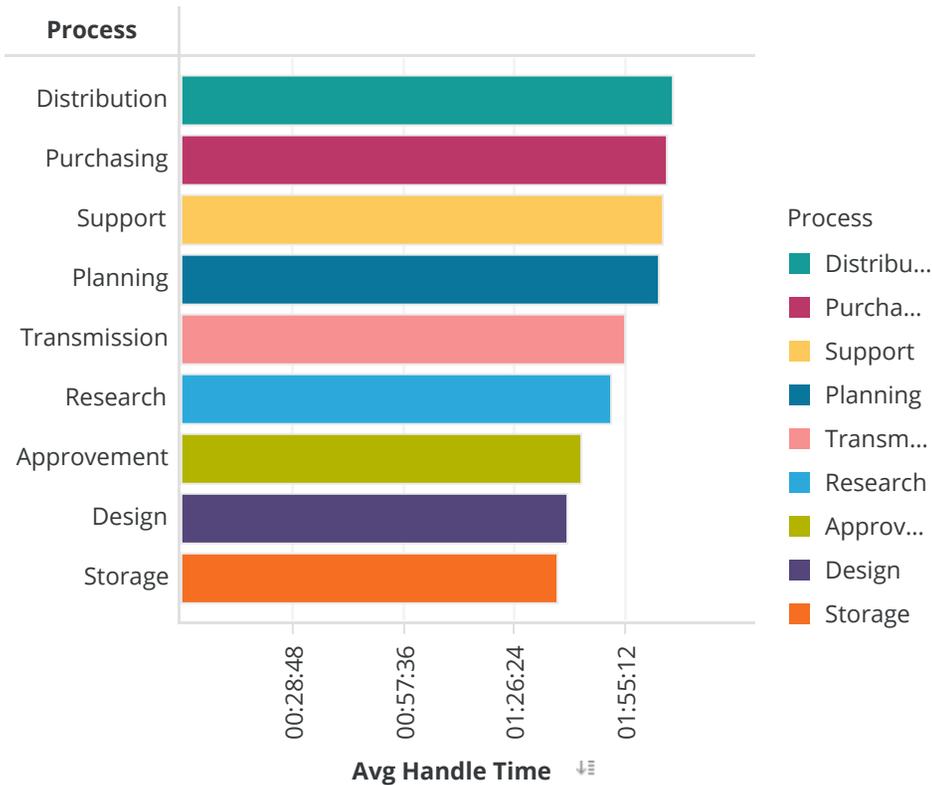
Avg Accept Time by Process
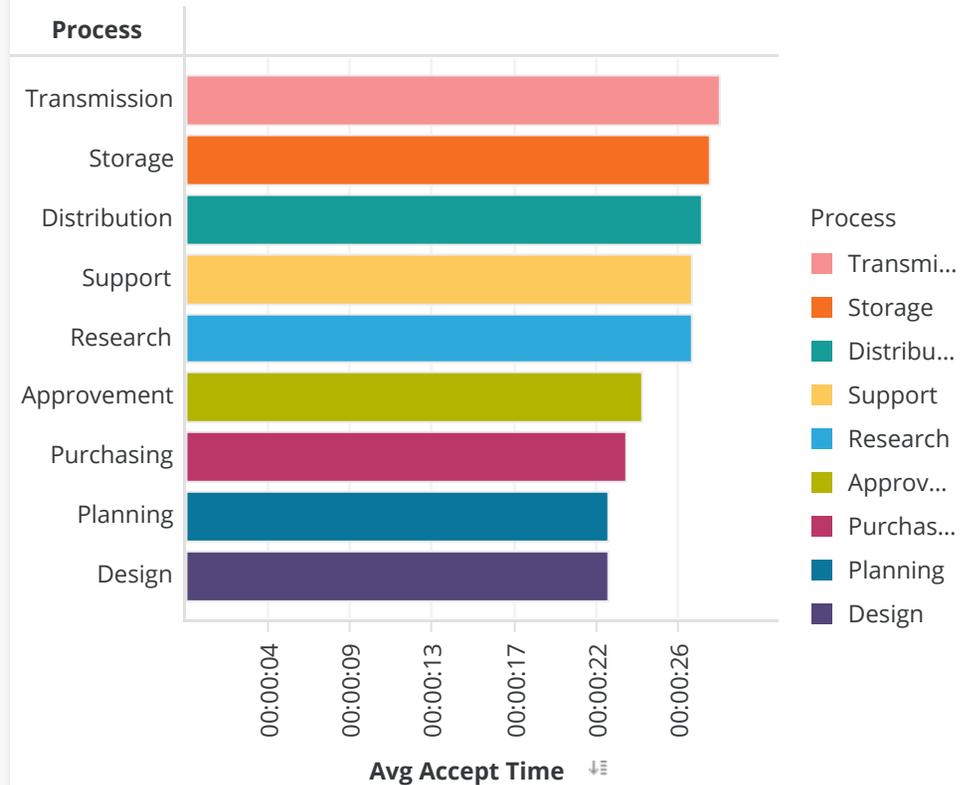
Process

Transmission	
Storage	
Distribution	
Support	
Research	
Approvement	
Purchasing	
Planning	
Design	

Process
- Transmi...
- Storage
- Distribu...
- Support
- Research
- Approv...
- Purchas...
- Planning
- Design

x-axis: 00:00:04 00:00:09 00:00:13 00:00:17 00:00:22 00:00:26

Avg Accept Time

Day

(All)

Department

[Search] Department

Process

[Search] Process

Pending	Pending Overdue	Pending Overudue %	Finished Overdue	Finished Overdue %
969 + 30...	282 + 30...	29.14% - 0.1%	236	15.66%
Previous Day: 242	Previous Day: 71	Previous Day: 29.17%		

Finished Overdue by Department and Process
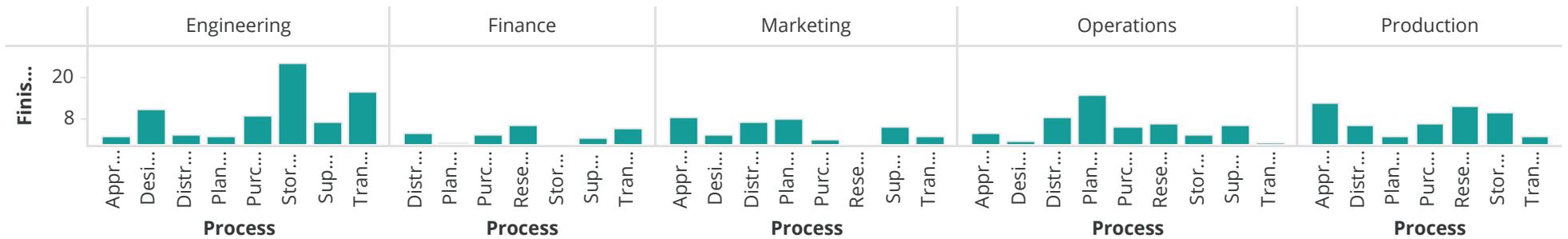
Finished Overdue by Handle Time

Percentage of Finished Overdue

- 0% - 35%
- 35% - 65%
- 65% - 100%

Avg Handle Time (Fmt)

- Min: 01:09:32
- Max: 02:54:54