

	Period: 1 August 2023 - 31 October 2023					
Top 10 detail - cases completed on time	Completed in period	Performance	KPI (days)	Cases completed on time or early	Total Processes Worked On	Average Working Time (Days)
Admissions	1312	99.85%	30	1310	1312	1.00
Interfunds in Quote	197	94.42%	15	186	947	2.41
Interfunds In Actual	45	66.67%	15	30	109	6.19
Interfunds Out Quote	42	78.57%	15	33	115	1.70
Interfunds Out Actual	41	36.59%	15	15	82	41.83
Transfers in Quote	84	96.43%	15	81	275	10.39
Transfers In Actual	48	87.50%	15	42	60	17.01
Transfers Out Actual	31	87.10%	15	27	88	10.31
Transfer Out Quote	154	80.52%	15	124	218	11.47
Estimates	245	99.18%	15	243	384	3.69
Retirements	426	99.53%	10	424	552	3.74
Retirements Quote	555	98.92%	10	549	1274	4.21
Deferred Benefits	1196	23.66%	40	283	1885	165.44
Refunds	186	99.46%	15	185	384	1.11
Refunds Quote	377	100.00%	15	377	1122	1.03
Deaths (Initial Stage)	89	94.38%	5	84	214	11.44
Correspondance	1759	99.66%	15	1753	1688	2.49
Total	6787	84.66%		5746	10709	