

# KPI REPORT CARD – 2021

| Month        | Average Turnaround Time (days) | % Jobs Finished ≤5 days | Month        | Average Turnaround Time (days) | % Jobs Finished ≤5 days |
|--------------|--------------------------------|-------------------------|--------------|--------------------------------|-------------------------|
| Jan          | 3.38                           | 88.1                    | July         |                                |                         |
| Feb          |                                |                         | Aug          |                                |                         |
| Mar          |                                |                         | Sept         |                                |                         |
| April        |                                |                         | Oct          |                                |                         |
| May          |                                |                         | Nov          |                                |                         |
| June         |                                |                         | Dec          |                                |                         |
| <b>GOALS</b> | <b>3 – 5 days</b>              | <b>&gt;75%</b>          | <b>GOALS</b> | <b>3 – 5 days</b>              | <b>&gt;75%</b>          |