

Comms - Quarterly Operational KPIs



<div>Qtr 3</div> <div>2022</div> <div>Year</div>	<div>87.73</div> <div>80% of calls answered in 2 minutes</div>	<div>96.30</div> <div>90% of calls answered in 5 minutes</div>	<div>100.00</div> <div>100% of written correspondence to be repli...</div>	<div>95.30</div> <div>90% of decisions issued in 6 weeks</div>	<div>99.13</div> <div>less than 1% issued over 8 weeks</div>
<div>Qtr 2</div> <div>2022</div> <div>Year</div>	<div>85.87</div> <div>80% of calls answered in 2 minutes</div>	<div>98.60</div> <div>90% of calls answered in 5 minutes</div>	<div>100.00</div> <div>100% of written correspondence to be repli...</div>	<div>96.37</div> <div>90% of decisions issued in 6 weeks</div>	<div>99.67</div> <div>less than 1% issued over 8 weeks</div>
<div>Qtr 1</div> <div>2022</div> <div>Year</div>	<div>88.10</div> <div>80% of calls answered in 2 minutes</div>	<div>98.90</div> <div>90% of calls answered in 5 minutes</div>	<div>100.00</div> <div>100% of written correspondence to be repli...</div>	<div>97.40</div> <div>90% of decisions issued in 6 weeks</div>	<div>99.50</div> <div>less than 1% issued over 8 weeks</div>
<div>Qtr 4</div> <div>2021</div> <div>Year</div>	<div>88.23</div> <div>80% of calls answered in 2 minutes</div>	<div>98.93</div> <div>90% of calls answered in 5 minutes</div>	<div>100.00</div> <div>100% of written correspondence to be repli...</div>	<div>95.07</div> <div>90% of decisions issued in 6 weeks</div>	<div>98.93</div> <div>less than 1% issued over 8 weeks</div>