

WORK ORDER: AVERAGE COMPLETION TIME (*by Priority*)

- **Definition:** Average number of days or hours to complete a WO. This does not include the time to complete the financial aspects of the work order (e.g., invoice receipt, billing and payables).
- **Formula:** Average Completion Time = Actual comp date (*or time*) - Reported date (*or time*)
- **Data Source:** Ideally tracked automatically within a CMMS from the “requested date” or “reported date” field. May also be tracked manually in an excel spreadsheet that captures both of these pieces of data (requested and completed date/time).

INTERPRETATION

IMPACT

- Increased customer complaints
- Further asset deterioration

REASON

- Weak scheduling/management practices
- Lack of reporting
- Insufficient labor
- Lack of proper parts/supplies

Average Completion Time <

Emergency: 4 hours
Urgent: 24 hours
Routine: 7 days

IMPACT

- Improve customer satisfaction
- Control asset deterioration

REASON

- Labor, parts and supplies availability
- Well managed staff
- Strong scheduling capabilities

Notes:

- Should be presented by WO priority (e.g., emergency, routine, scheduled, etc.)
- Commonly exclude PM and Project work orders from the calculation.