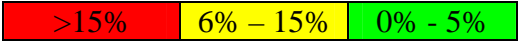
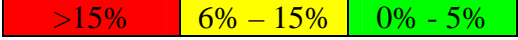
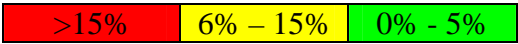
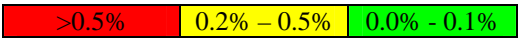









## PACS BENCHMARKS

Benchmark ID	Name	Description	Target
KPI01	Productivity	<p>This benchmark measures the internal productivity and efficiency of the NCB to complete the standard codification tasks:</p> <ul style="list-style-type: none"> <li>• Create a new codified item</li> <li>• Maintain an existing codified item</li> </ul> <p>Actual results are measured against established internal benchmarks that reflect the average time to complete each task as follows:</p> <ul style="list-style-type: none"> <li>• New Item – 40 mins</li> <li>• Maintain Item – 9 mins</li> </ul>	<p>Variance from the benchmark within the following ranges results in a traffic light rating of the corresponding colour:</p> 
KPI02	Customer Satisfaction	<p>This benchmark measures the external productivity and efficiency of the NCB in meeting target completion timeframes for customer codification requests.</p> <p>Actual results are measured against established internal benchmarks, that reflect the average time in calendar days to complete and return customer codification requests, varying across a range of prioritisation categories as follows:</p> <ul style="list-style-type: none"> <li>• Operational – 3 days</li> <li>• High – 10 days</li> </ul>	<p>Variance from the benchmark within the following ranges results in a traffic light rating of the corresponding colour:</p> 

		<ul style="list-style-type: none"> <li>• Routine: <ul style="list-style-type: none"> <li>○ Local – 15 days</li> <li>○ O/S – 60 days</li> </ul> </li> </ul>	
KPI03	Quality	<p>This measure has two components:</p> <p><b>Percentage of Items Re-worked.</b> This is the percentage of items reworked after completed codification tasks fail to meet best practice principles, as measured by senior codifiers during internal quality inspections. This is carried out across a random sample before the work is released to customers.</p> <p><b>Percentage Re-worked Following Return from Customers.</b> This is the percentage of items that are reworked after they are returned to the NCB by the customer.</p>	<p>The following percentage error rate ranges results in a traffic light rating of the corresponding colour:</p>  

PACS Performance Benchmarks Oct - Dec 2010			
Country	Productivity	Customer Satisfaction	Quality
Australia			
New Zealand			TBA
USA			TBA
Other Nation	TBA	TBA	TBA