

### Rolling 12 months Spares delivery performance

	Standard stock items Target: Delivered same working day (if ordered before 4:00pm)				Manufactured to order Target: Delivered within 5 working days			
	Number of Orders	Orders On Time	Percent On Time	Target	Number of Orders	Orders On Time	Percent On Time	Target
April	65	64	98.5%	98.0%	11	10	90.9%	95.0%
May	56	54	96.4%	98.0%	10	9	90.0%	95.0%
June	67	63	94.0%	98.0%	10	10	100.0%	95.0%
July	79	76	96.2%	98.0%	12	12	100.0%	95.0%
August	55	52	94.5%	98.0%	10	7	70.0%	95.0%
September	67	65	97.0%	98.0%	11	11	100.0%	95.0%
October	70	67	95.7%	98.0%	9	9	100.0%	95.0%
November	59	58	98.3%	98.0%	14	14	100.0%	95.0%
December	35	35	100.0%	98.0%	5	5	100.0%	95.0%
January	54	53	98.1%	98.0%	2	2	100.0%	95.0%
February	51	50	98.0%	98.0%	17	17	100.0%	95.0%
March	57	55	96.5%	98.0%	4	4	100.0%	95.0%
<b>TOTAL</b>	<b><u>715</u></b>	<b><u>692</u></b>	<b><u>96.8%</u></b>	<b><u>98.0%</u></b>	<b><u>115</u></b>	<b><u>110</u></b>	<b><u>95.7%</u></b>	<b><u>95.0%</u></b>