

**CALLS HANDLED BY : 'ICT SERVICES GARANKUWA','ICT SERVICES
SOSHANGUVE','ICT SERVICES PRETORIA' FOR QUALITY MANAGEMENT**

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES PRETORIA							
JANUARY 2005	7	7	0	100.00%	7	0	100.00%
FEBRUARY 2005	6	6	0	100.00%	6	0	100.00%
MARCH 2005	7	7	0	100.00%	7	0	100.00%
APRIL 2005	9	9	0	100.00%	9	0	100.00%
MAY 2005	4	4	0	100.00%	4	0	100.00%
JUNE 2005	14	14	0	100.00%	14	0	100.00%
JULY 2005	9	8	1	88.89%	9	0	100.00%
AUGUST 2005	12	9	3	75.00%	12	0	100.00%
SEPTEMBER 2005	6	6	0	100.00%	6	0	100.00%
OCTOBER 2005	9	8	1	88.89%	9	0	100.00%
NOVEMBER 2005	5	5	0	100.00%	5	0	100.00%
DECEMBER 2005	1	1	0	100.00%	1	0	100.00%
TOTAL FOR : ICT SERVICES PRETORIA	89	84	5	94.38%	89	0	100.00 %

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
GRAND TOTAL	89	84	5	94.38%	89	0	100.00%