

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

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES PRETORIA							
JANUARY 2006	7	7	0	100.00%	7	0	100.00%
FEBRUARY 2006	6	6	0	100.00%	6	0	100.00%
MARCH 2006	1	1	0	100.00%	1	0	100.00%
APRIL 2006	3	3	0	100.00%	3	0	100.00%
MAY 2006	4	4	0	100.00%	4	0	100.00%
JUNE 2006	4	4	0	100.00%	4	0	100.00%
JULY 2006	2	2	0	100.00%	2	0	100.00%
AUGUST 2006	1	1	0	100.00%	1	0	100.00%
SEPTEMBER 2006	2	2	0	100.00%	2	0	100.00%
OCTOBER 2006	6	6	0	100.00%	6	0	100.00%
NOVEMBER 2006	3	3	0	100.00%	3	0	100.00%
TOTAL FOR : ICT SERVICES PRETORIA	39	39	0	100.00 %	39	0	100.00%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
GRAND TOTAL	39	39	0	100.00%	39	0	100.00%