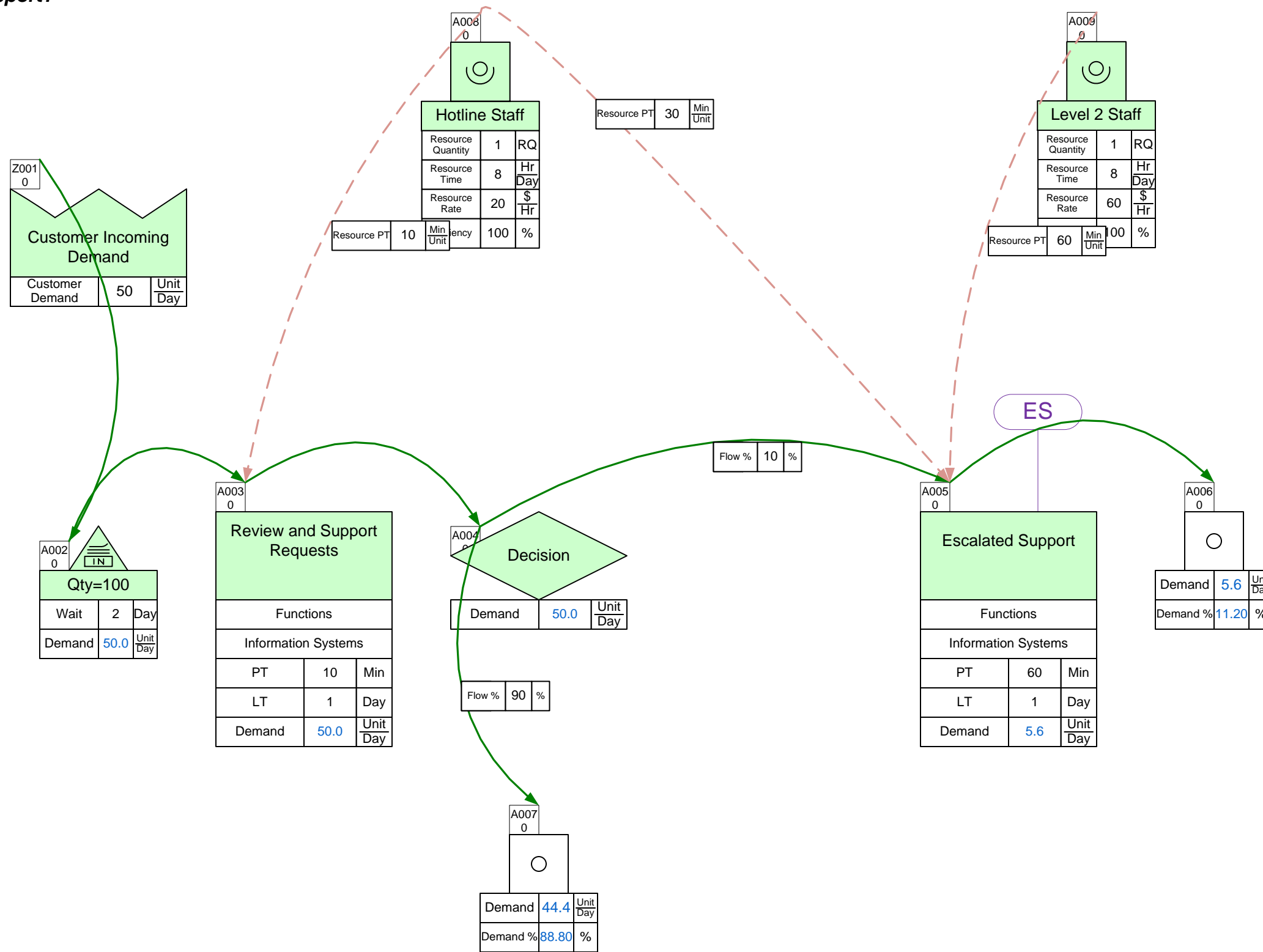


Problem: Lead Time

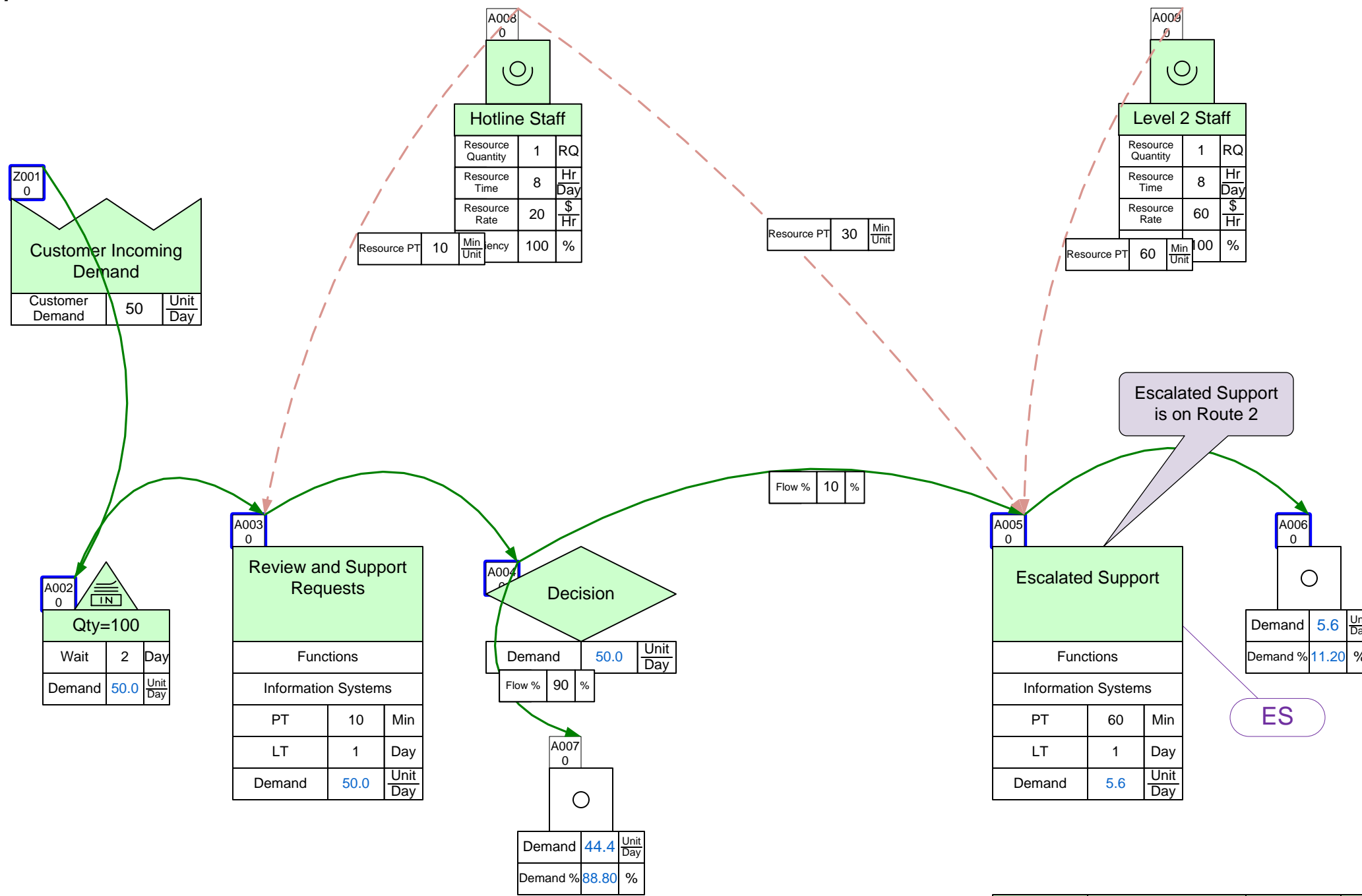
What is the current Lead Time for items going through Escalated Support?



Units	Day	Wk	Year
	8	5	52
	Hr	Day	Wk

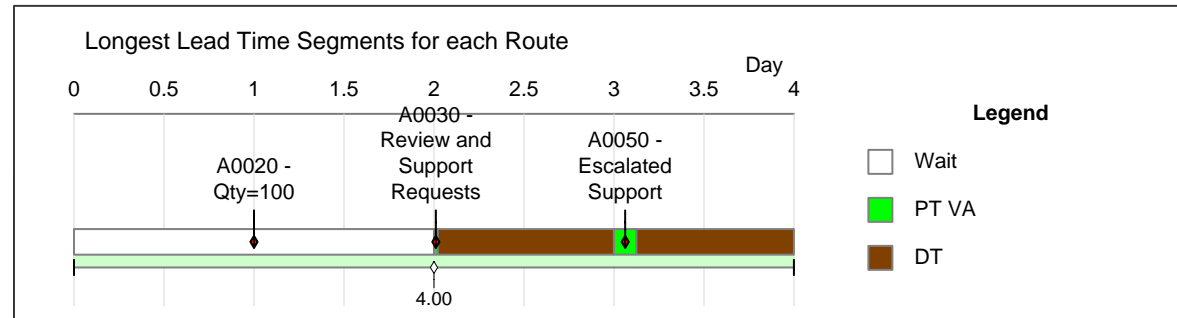
Solution: Lead Time

What is the current Lead Time for items going through Escalated Support?



Escalated Support is on Route 2

Route Summary for Route 2 gives us the Lead Time for Escalated Support of 4 days.



Route	Route Name	Route Traversals	Route %	Lead Time (longest)	Total Wait	Total PT	PT Percent	Termination Name
	Txt	Unit/Day	%	Day	Hr	Hr	%	Txt
2	ES	5.60	11.20	4.00	32.00	1.17	3.65	A0060
Summary		5.60	11.20	4.00	32.00	1.17	3.65	
Remainder Routes		44.40	88.80	3.00	24.00	0.17	0.69	