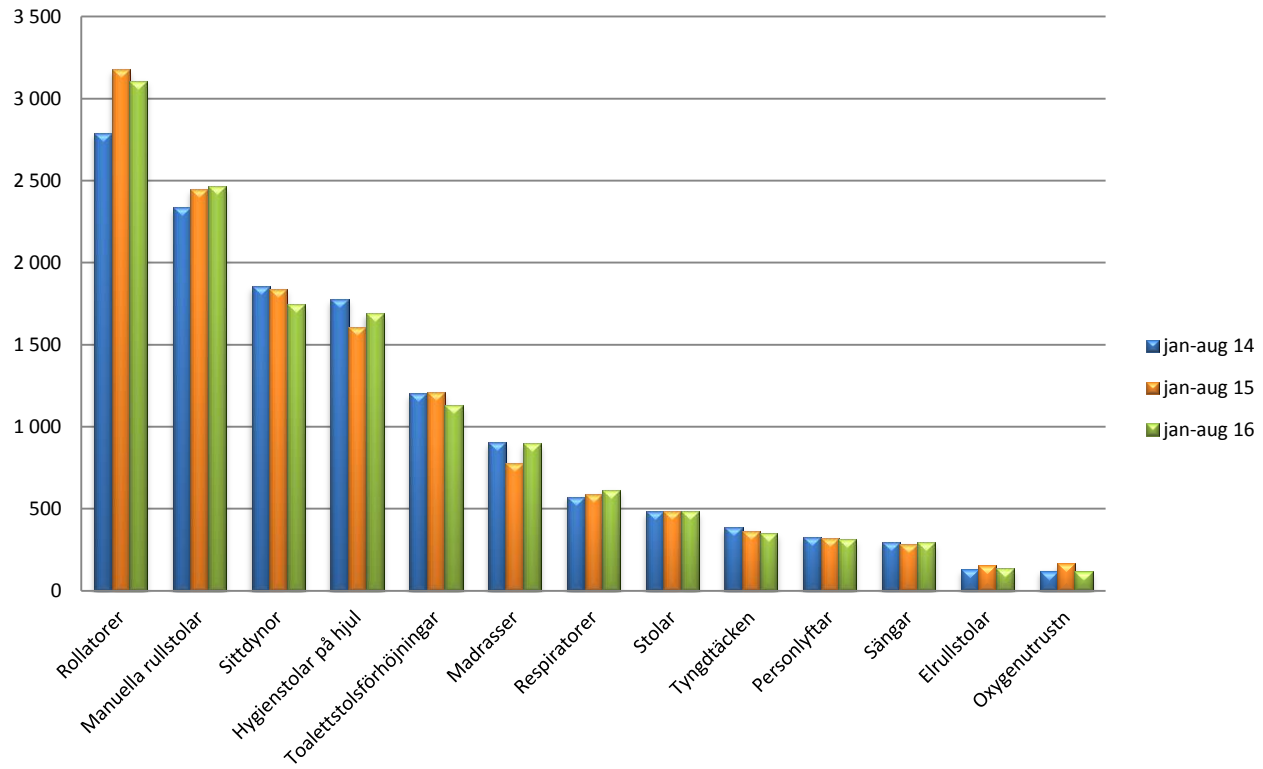


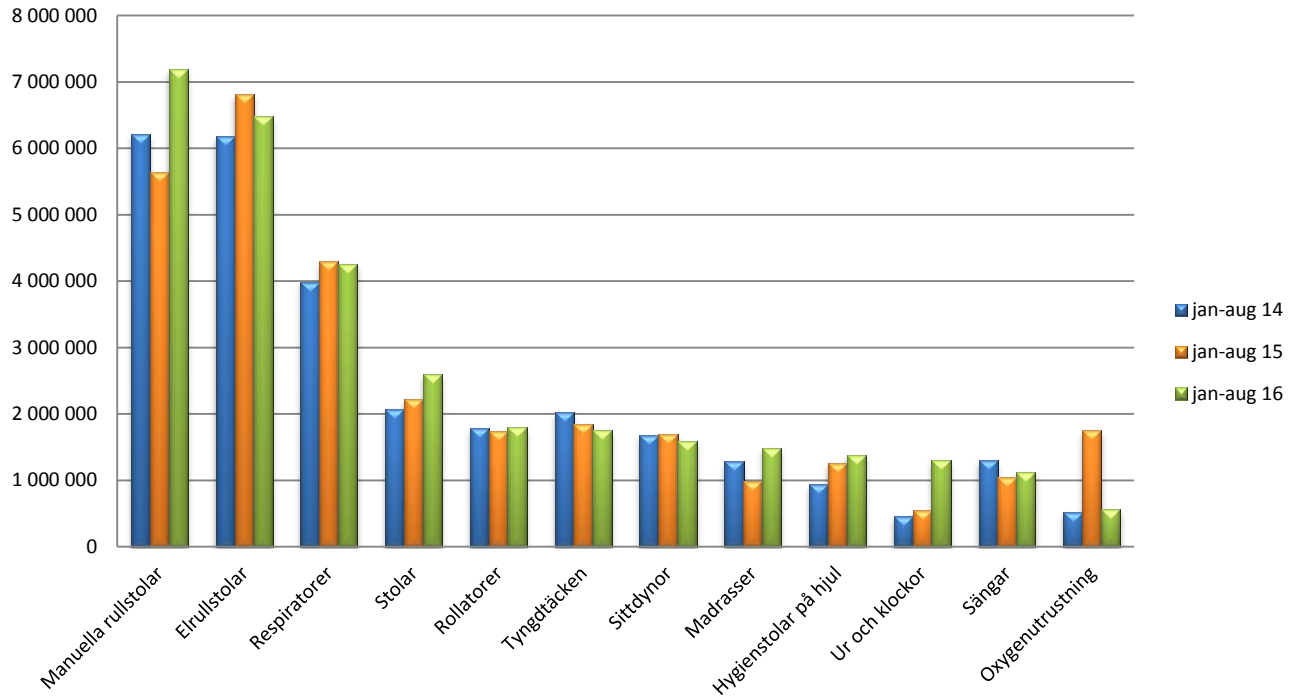


Nyckeltal
Hjälpmedel Västerbotten
Augusti/september 2016

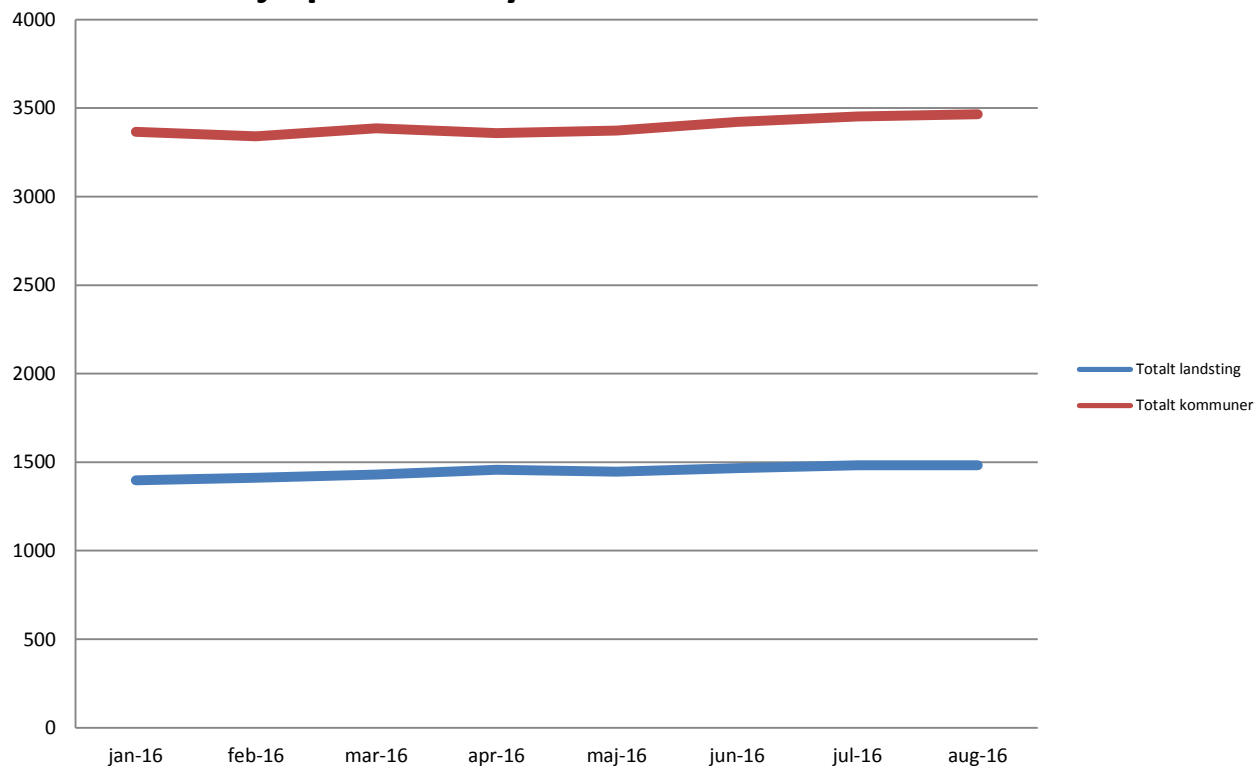
Utlämnade hjälpmedel



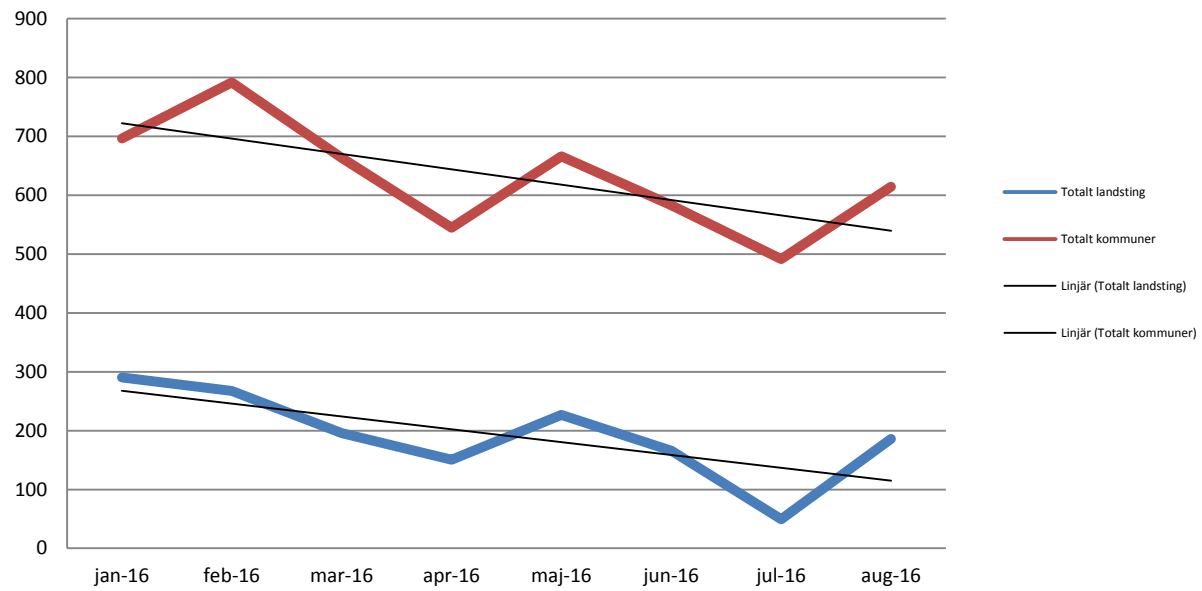
Inköpskostnad hjälpmedel, tillbehör o reservdelar



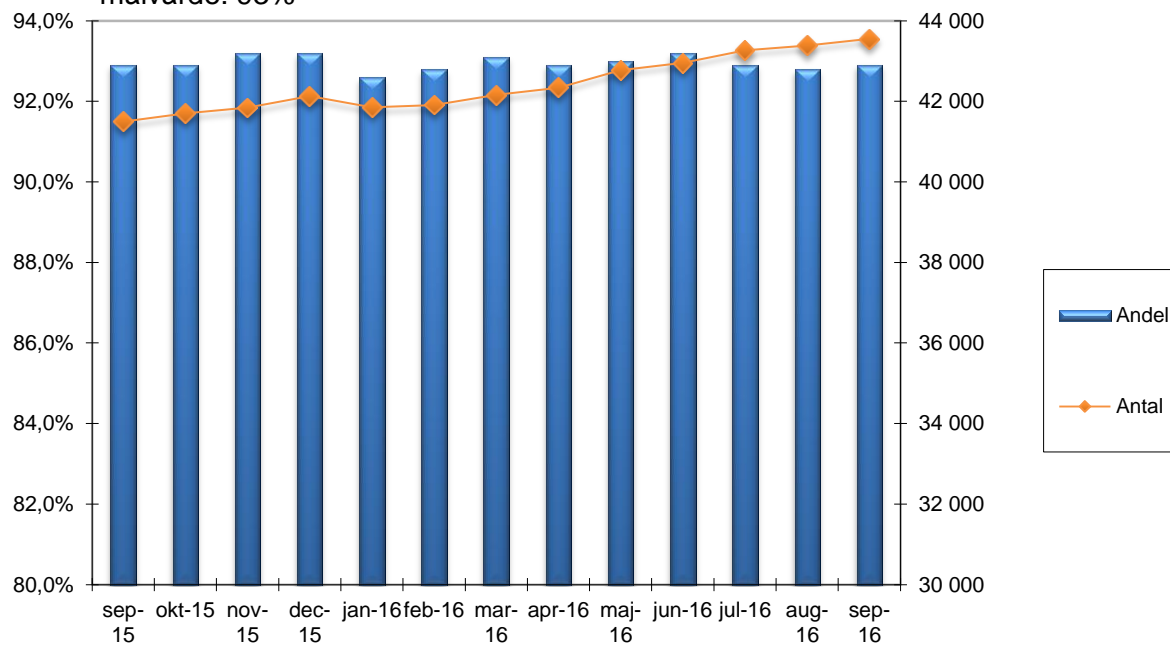
Hjälpmedelshyra



Debitering tjänster

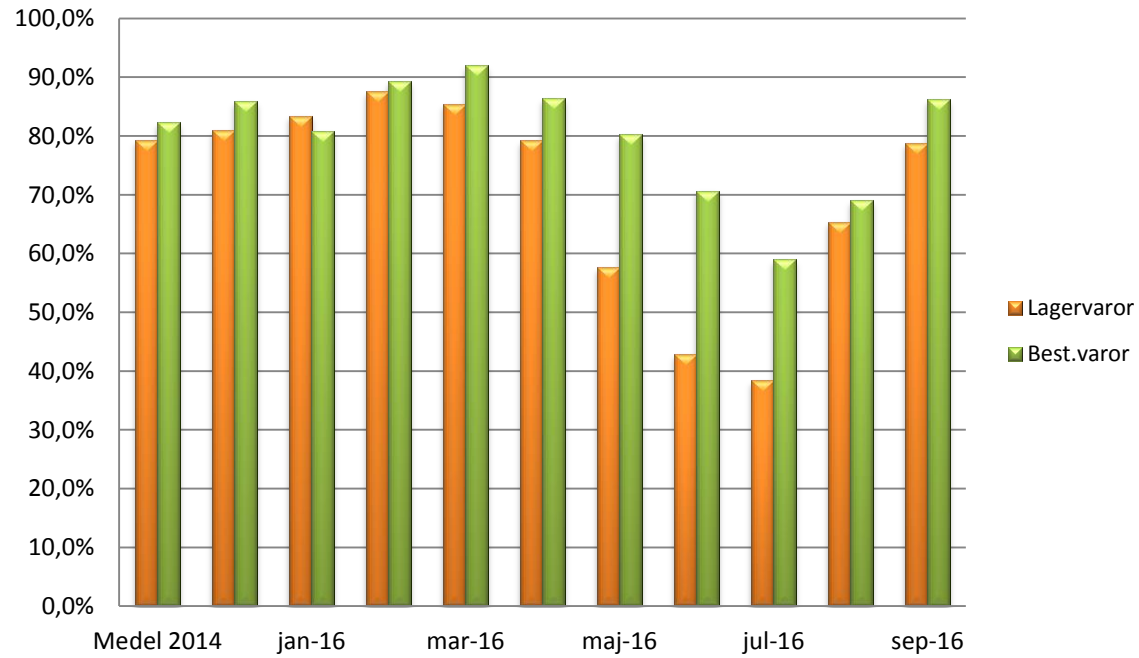


Uthyrningsgrad o antal uthyrda hjm.individer målvärde: 93%

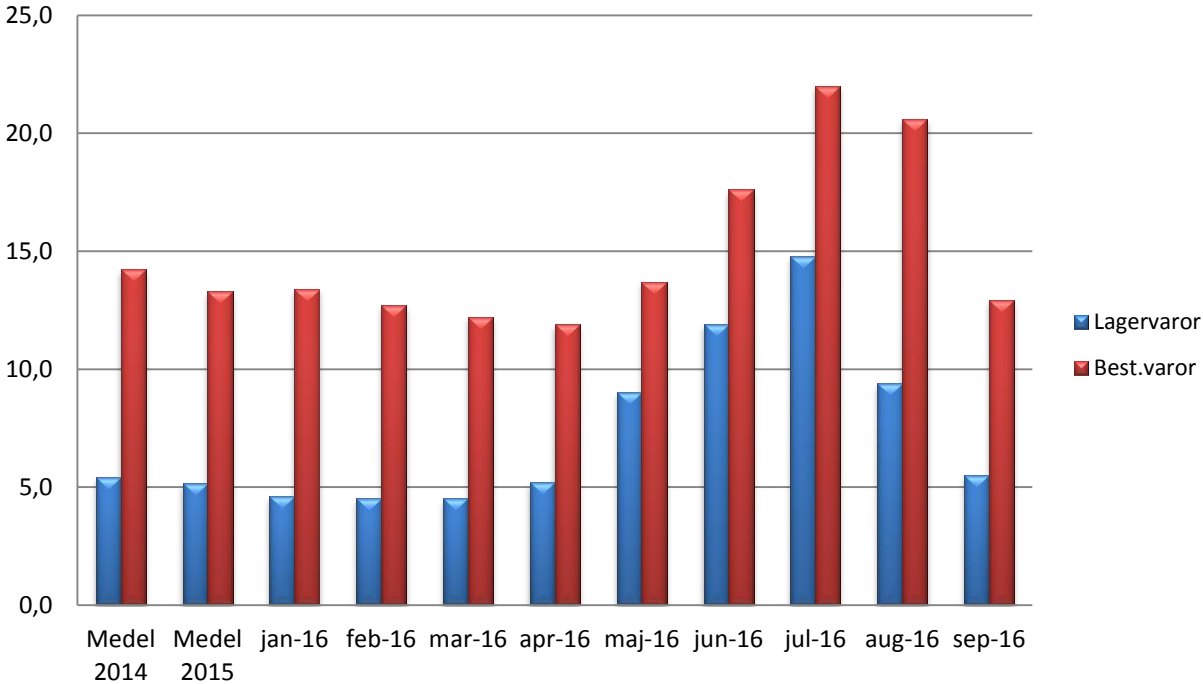


Leveranssäkerhet

Målvärde: Lagervara 90% inom 7 dagar, best.vara 90% inom 21 dagar

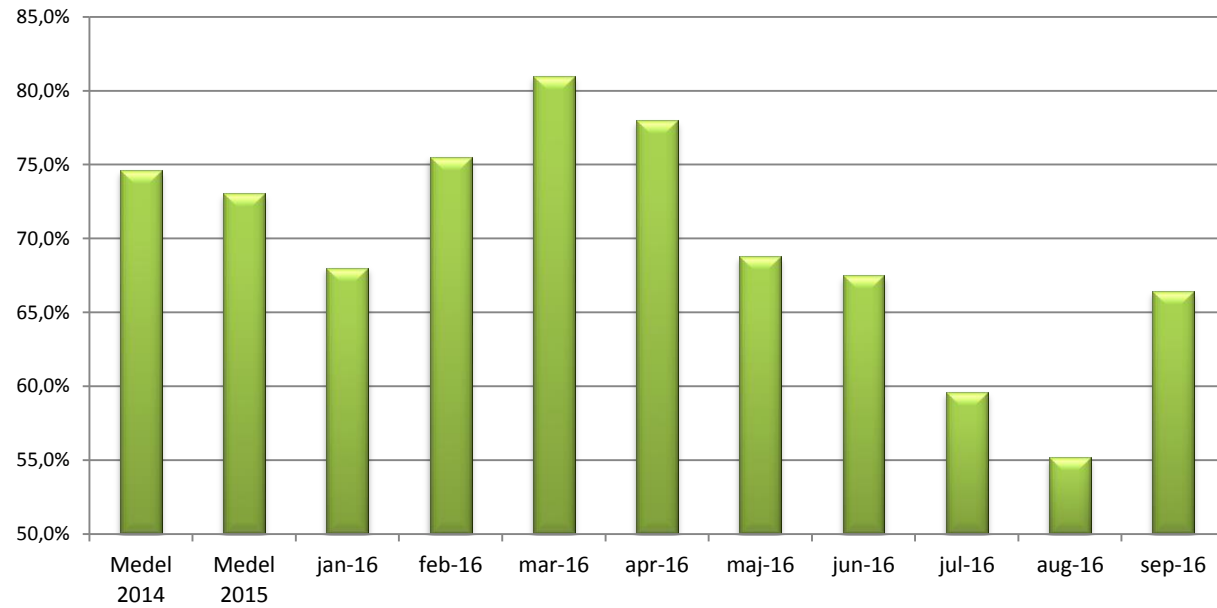


Medel leveranstid



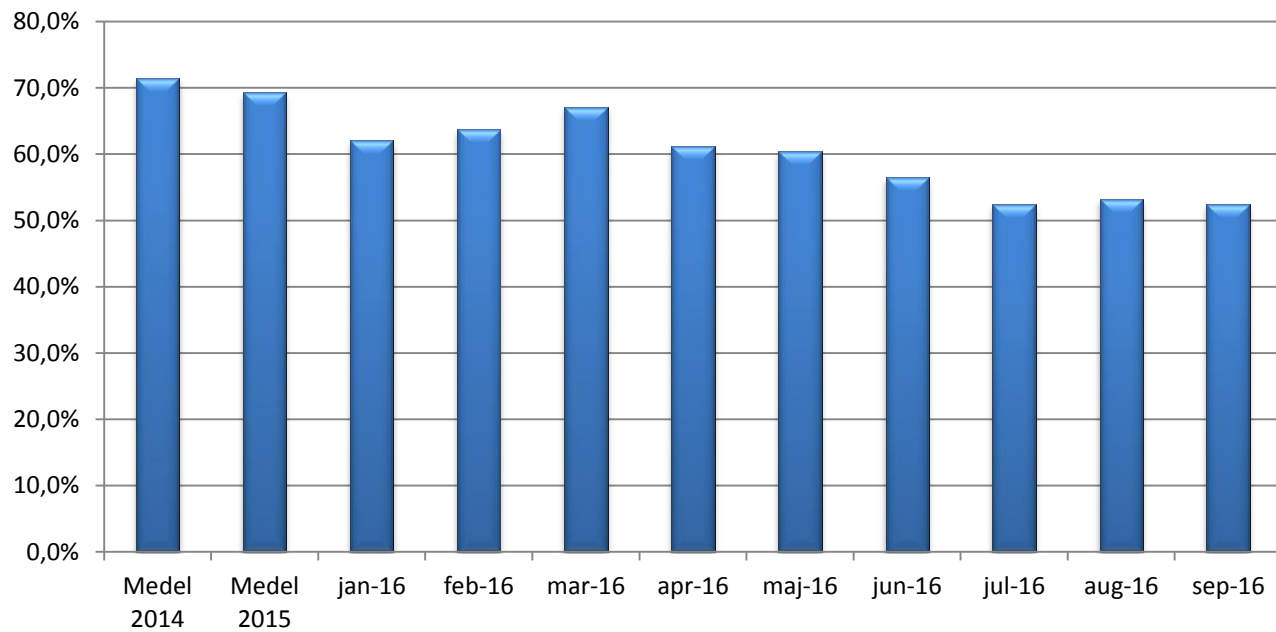
Ledtid Utprovning

Målvärde: 90% inom 90 dagar

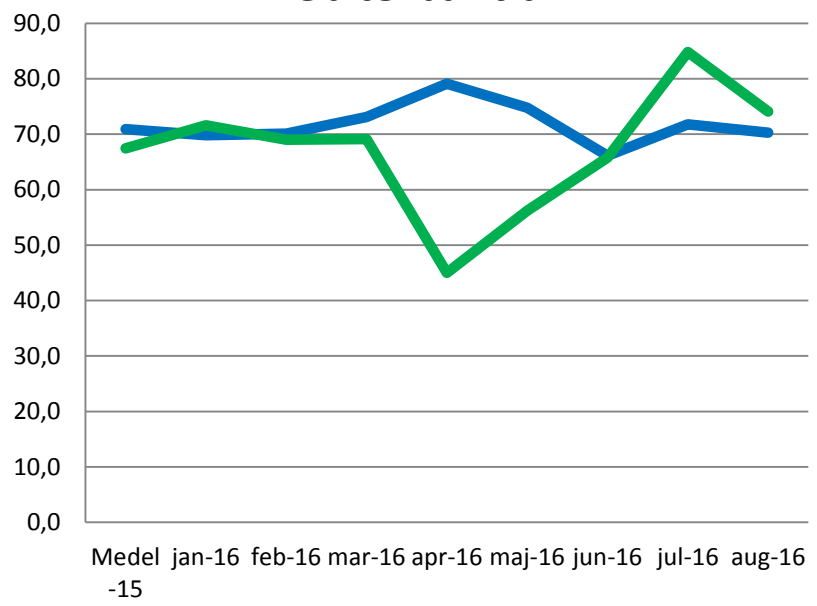


Ledtid AU

Målvärde: 80% inom 14 dagar



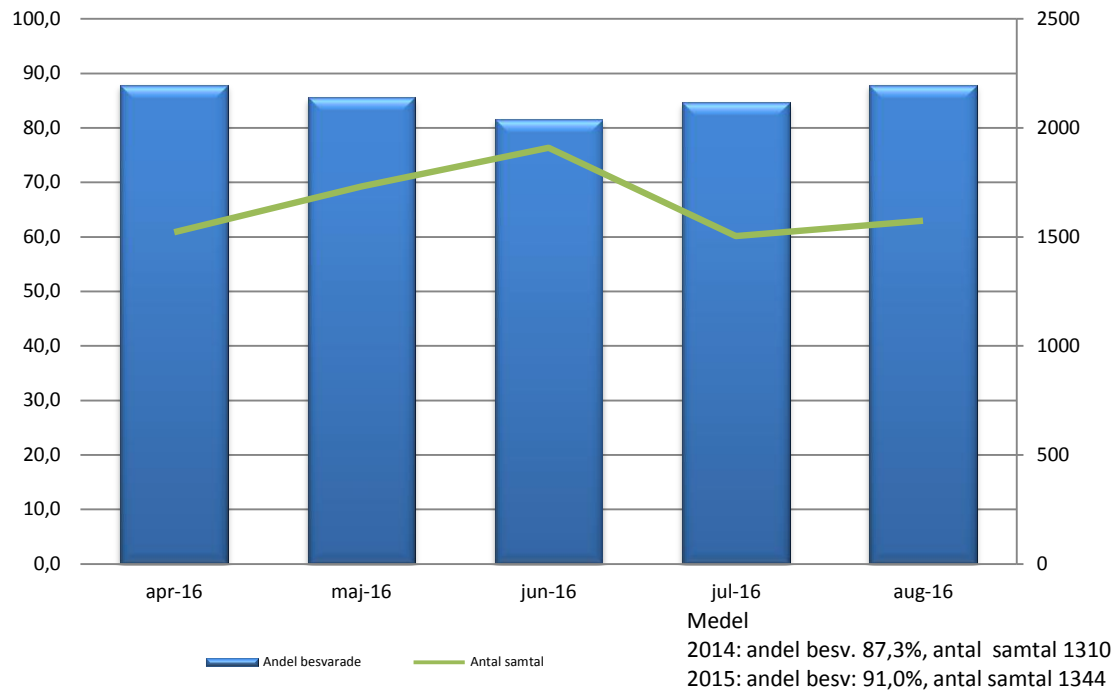
Debiterbar tid



- Hjälpmiddelskonsulenter
- Hjälpmedeltkniker

Besvarade tel.samtal kundtjänst

målvärde 90%

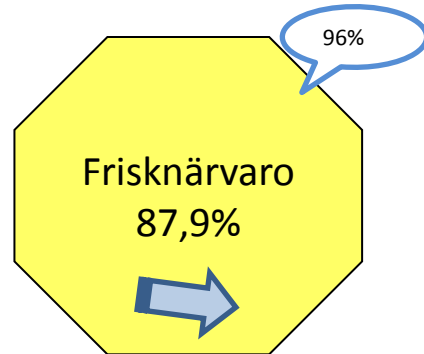


Augusti/September
2016

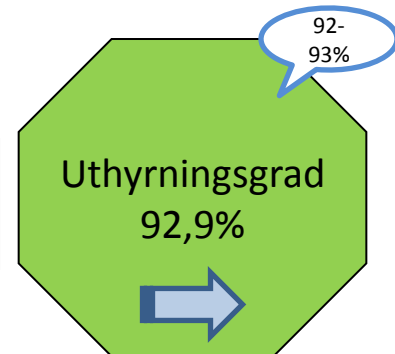
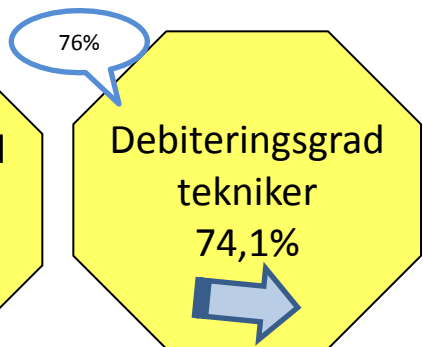
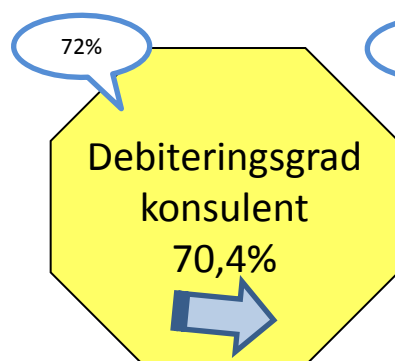
Hjälpmedel Västerbotten

=mål

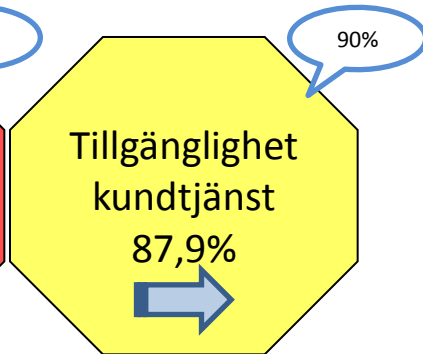
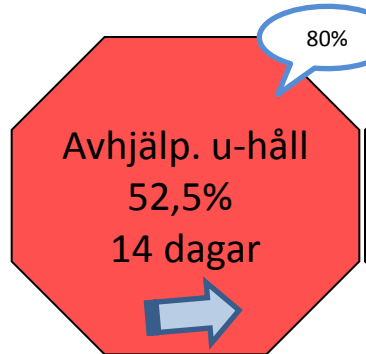
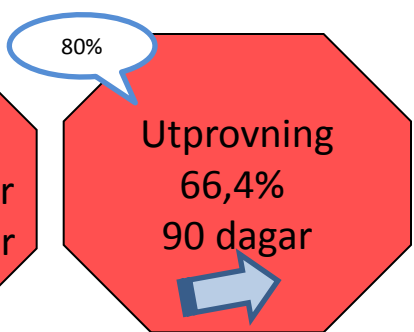
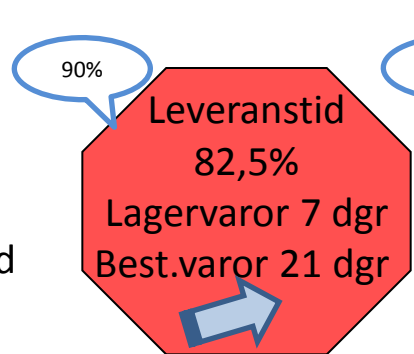
Medarbetare



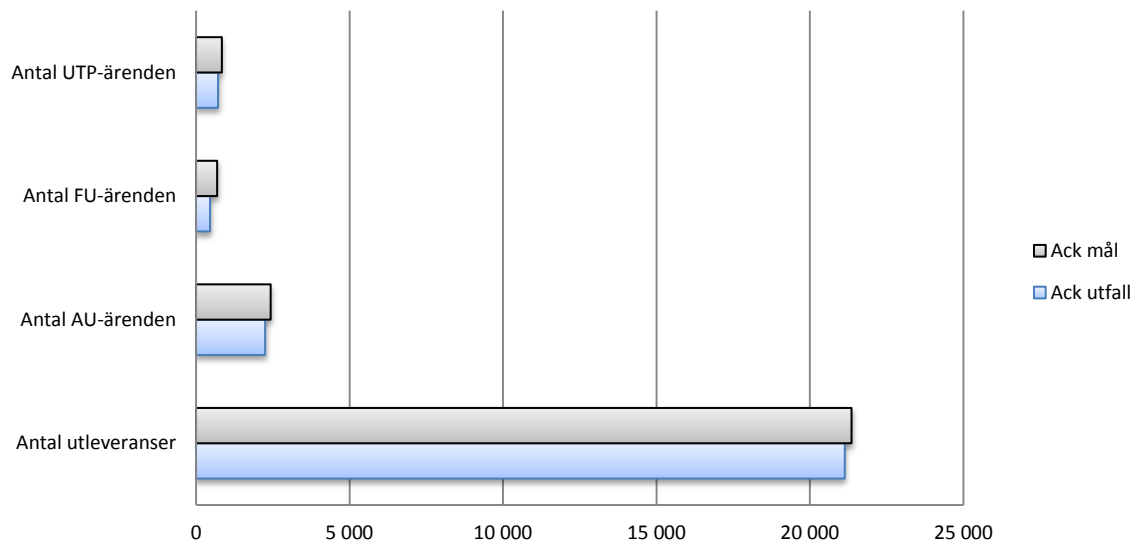
Ägare



Kund



Produktion HVM 2016



	Mål 2016	Ack utfall	Ack mål
Antal utleveranser	33 000	21 136	21 356
Antal AU-ärenden	3 800	2 251	2 431
Antal FU-ärenden	2 200	456	688
Antal UTP-ärenden	1 400	717	842