

Monthly service performance report

FICTITIOUS DEMONSTRATION SAMPLE. Every company, person, work order, source, and result is invented. This report concerns only civilian request-intake and service operations.

Administrative data

Field	Report value
Contractor	Meridian Support Services, Inc.
Work order	DCS-SVC-2026-01
Report type	Monthly service performance report
Reporting period	01 June through 30 June 2026
Report date	07 July 2026
Prepared for	Fictitious Civic Services Office
Prepared by	Meridian Support Services, Inc.

Executive snapshot

Meridian reported June work under all five service requirements. Five named contributors covered request intake, queue control and customer routing, document quality, knowledge-base quality, and the monthly dashboard.

Performance area	June result
Request intake	1,642 incoming requests validated; 1,611 routed to service queues; 31 returned for required information
Queue control and customer routing	Queue older than five business days reduced from 82 requests to 36; median routing time reduced from 1.6 to 1.3 business days
Document quality	684 request records reviewed; 681 complete at first review, or 99.6%; remaining 3 corrected before the dashboard
Knowledge-base quality	24 approved articles updated; 7 obsolete articles retired; 43 staff routing questions answered using the approved knowledge base
Monthly dashboard	June request-intake and queue-aging dashboard delivered on schedule with all six required service measures

Service-requirement coverage

Requirement	June coverage	Contributor
SO-1, request intake	Validate incoming requests, route complete requests, and return requests that lack required information	Avery Chen
SO-2, queue control and customer routing	Monitor aged requests, adjust routing, and report median routing time	Marcus Reyes
SO-3, document quality	Check required fields, record corrections, and confirm completeness before dashboard reporting	Elena Park
SO-4, knowledge-base quality	Update approved articles, retire obsolete content, and answer routing questions with current guidance	Yolanda Briggs
SO-5, monthly dashboard	Review and deliver the monthly service dashboard on schedule	Sarah Whitfield

Contributor performance

Avery Chen, Workflow Analyst

Avery validated 1,642 incoming requests, routed 1,611 to service queues, and returned 31 for required information.

Marcus Reyes, Workflow Lead

Marcus reduced the queue older than five business days from 82 requests to 36 and reduced median routing time from 1.6 to 1.3 business days.

Elena Park, Data Quality Specialist

Elena reviewed 684 request records. At first review, 681 contained all required fields, for 99.6 percent completeness. She corrected the remaining 3 records before the monthly dashboard.

Yolanda Briggs, Quality and Knowledge Lead

Yolanda updated 24 approved knowledge articles, retired 7 obsolete articles, and answered 43 staff routing questions using the approved knowledge base.

Sarah Whitfield, Program Manager

Sarah delivered the June request-intake and queue-aging dashboard on schedule. It included request volume, one-business-day triage, aged backlog, document completeness, knowledge-base changes, and median routing time.

Significant accomplishments

- The queue older than five business days declined from 82 requests to 36.
- Median routing time declined from 1.6 to 1.3 business days.
- Required-field completeness was 99.6 percent at first review, and all 3 incomplete records were corrected before dashboard reporting.
- The monthly dashboard was delivered on schedule with the required request, queue, document, knowledge, and routing measures.

Items to monitor

- Thirty-one incoming requests were returned for required information before routing.
- Seven obsolete knowledge articles were retired so staff would use current routing guidance.

Deliverable status

Deliverable	June status	Coverage
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Deliverable	June status	Coverage
Monthly service performance report	Complete for client review	SO-1 through SO-5 addressed

The report covers the June request-intake, queue, document-quality, knowledge-base, customer-routing, and dashboard results supported by the fictional source record.

Next reporting period

Meridian will continue the five service activities during the next reporting period:

- Validate and route incoming service requests.
- Monitor queue age and customer-routing time.
- Review required fields and document corrections.
- Maintain approved knowledge articles and routing guidance.
- Deliver the monthly service dashboard with the applicable measures.

Review record

Review item	Record
Reporting period end	30 June 2026
Management review	Sarah Whitfield, 06 July 2026
Fictional customer review	Completed 07 July 2026