

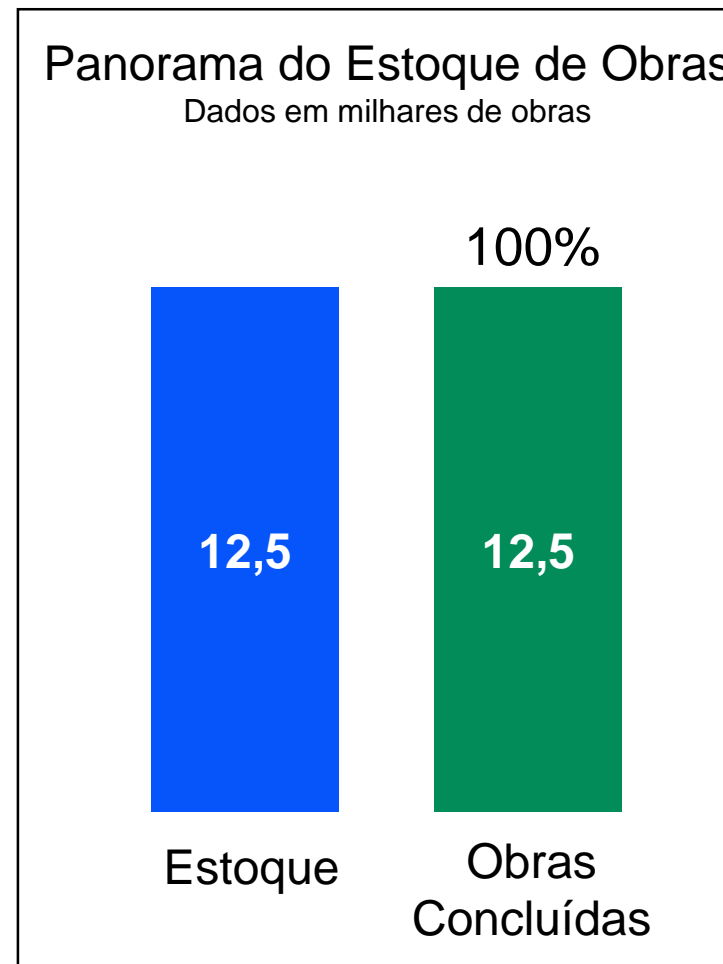
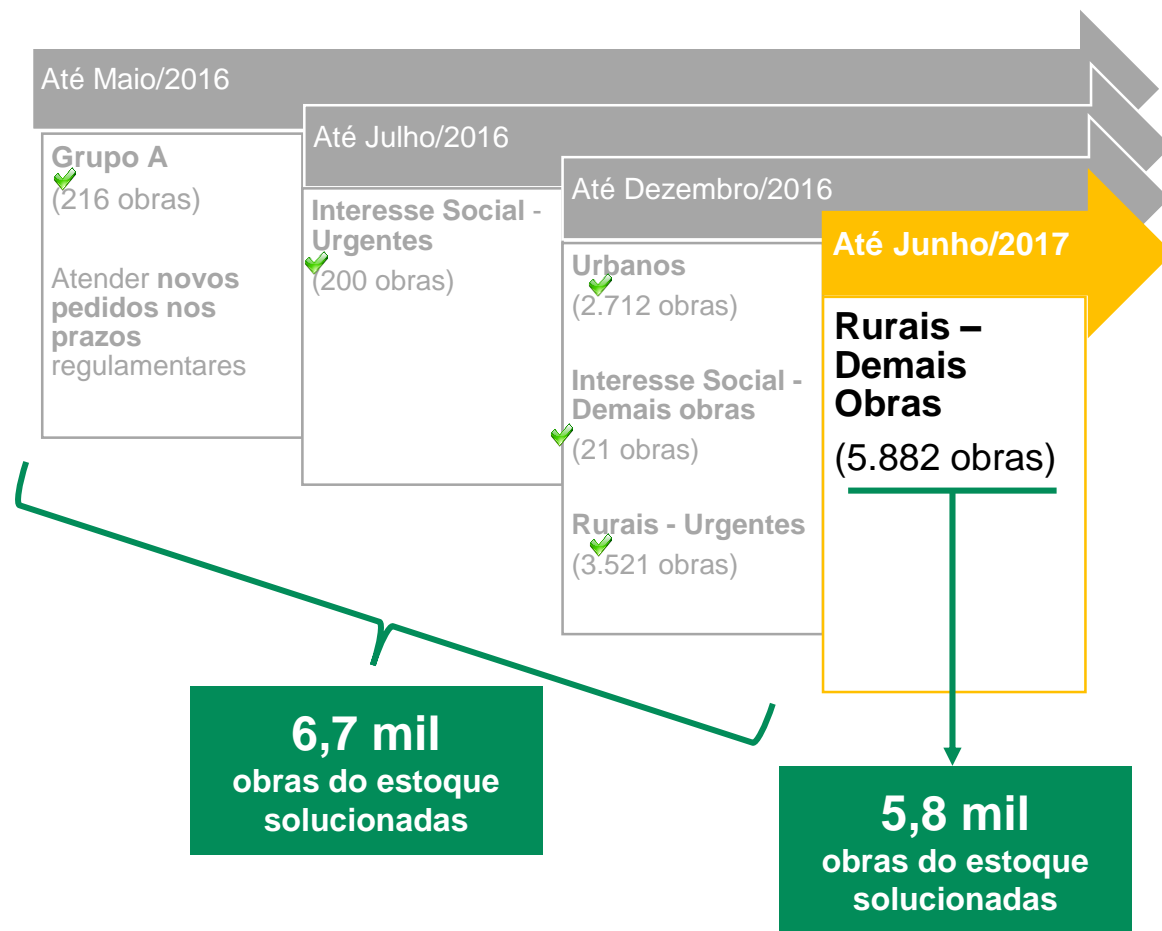


Reunião Conselho de Consumidores



Estoque

✓ 100% das obras do Plano concluídas

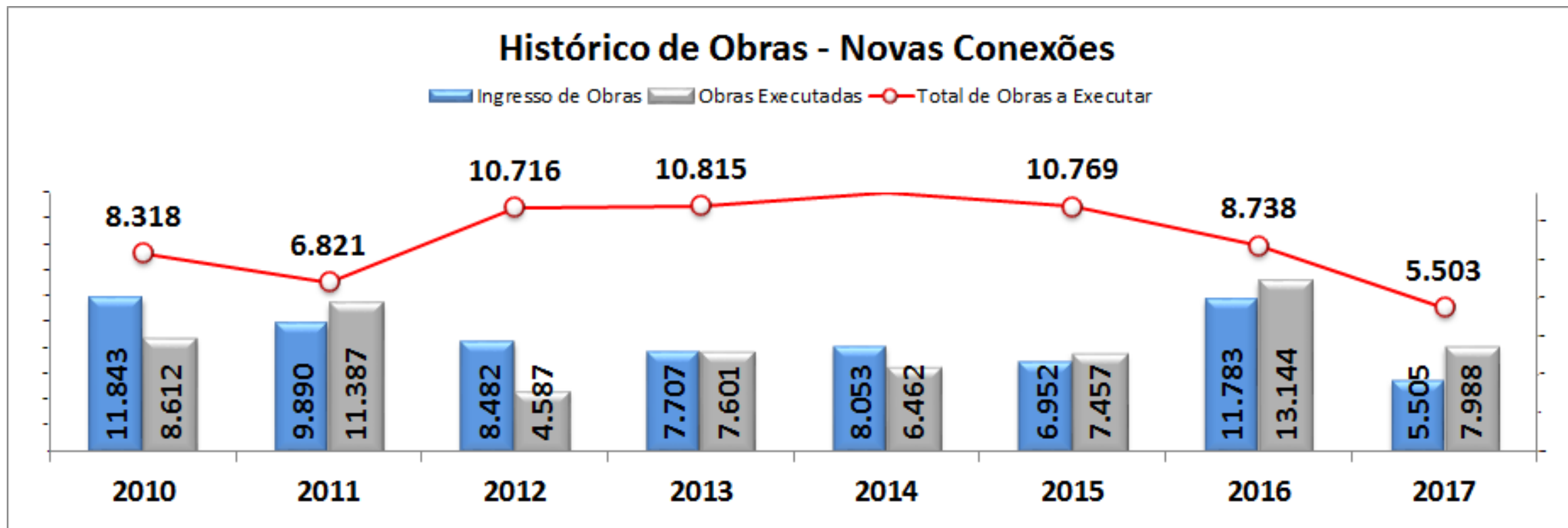


* Obras solucionadas são obras executadas ou canceladas

Novas Conexões – Fecham. Junho 2017

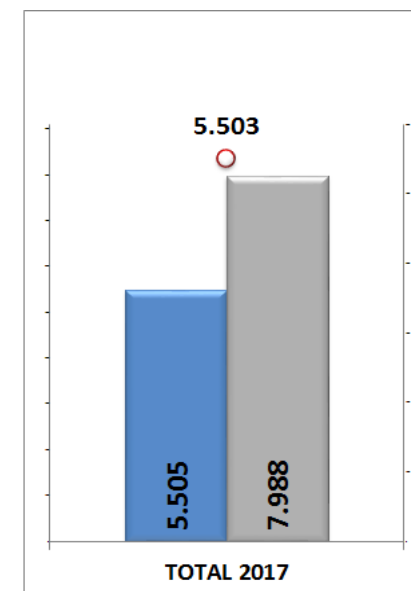
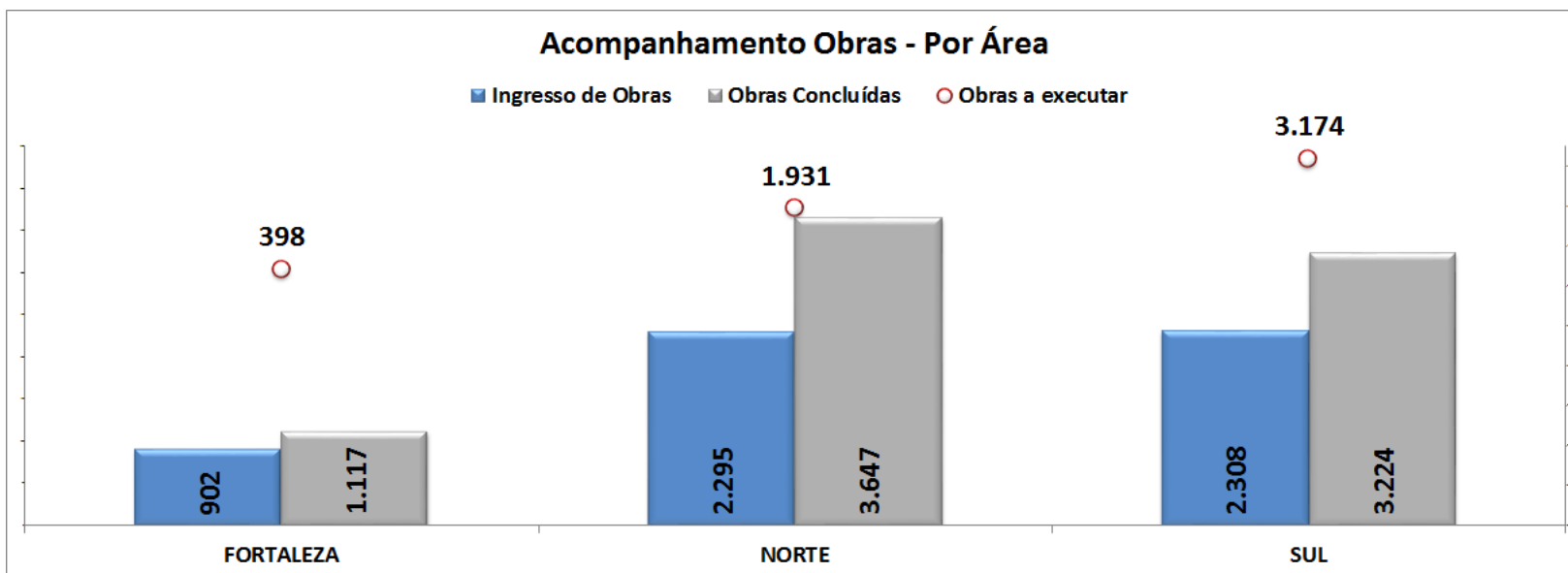
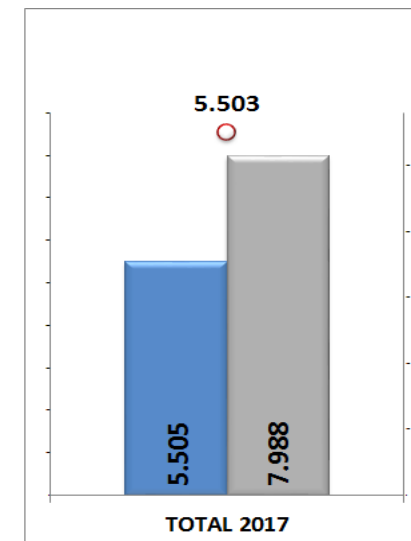
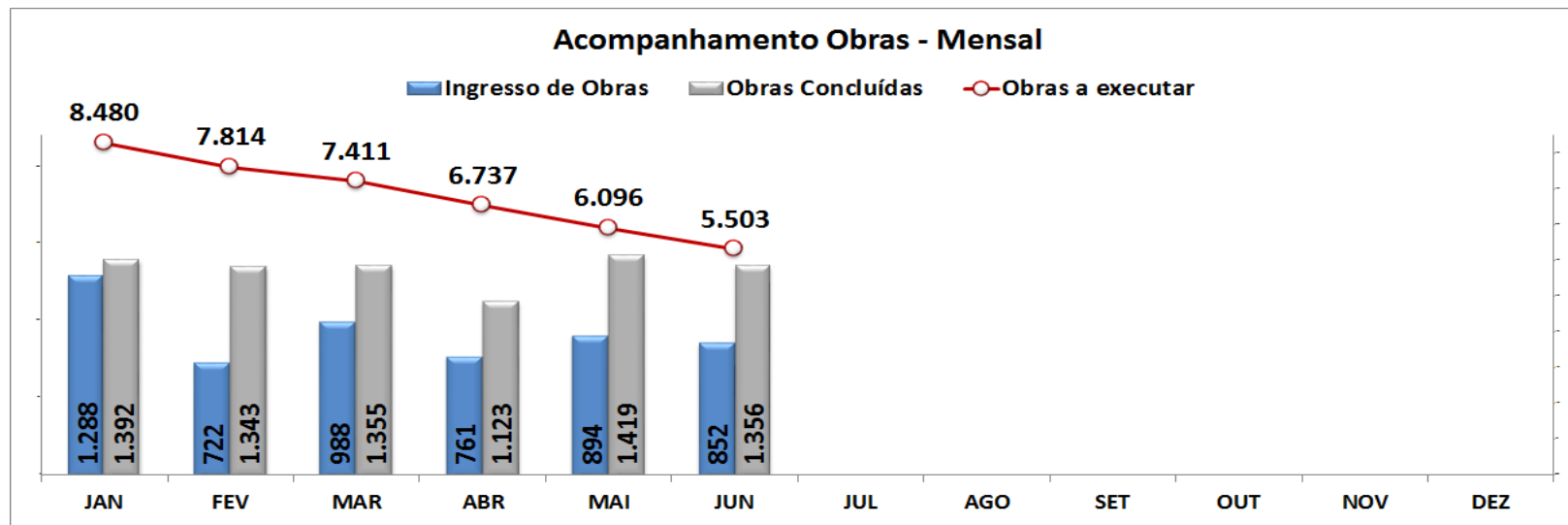


Histórico Anual de Obras / Clientes



Novas Conexões 2017 – Fecham. Junho

Evolução Mensal do Estoque de Obras

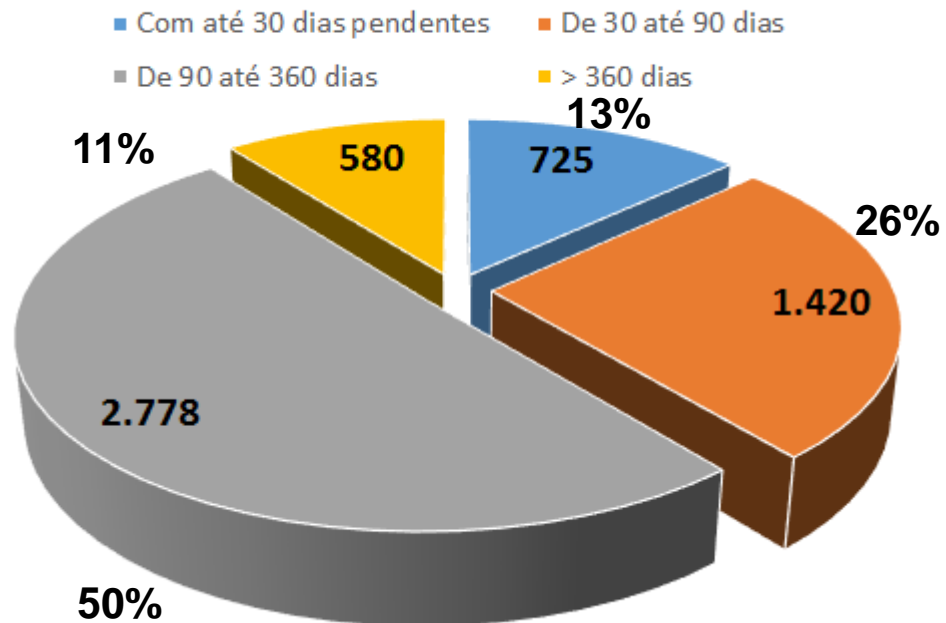


Estoque de Obras 2017

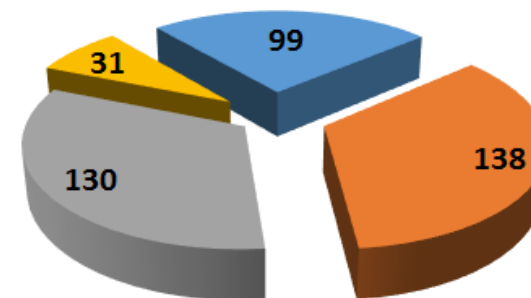
Fechamento JUNHO

Total de Obras: 5.503

COELCE

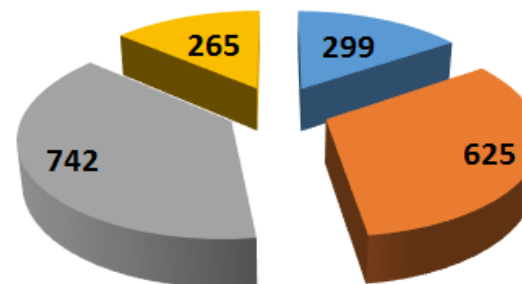


Fortaleza / Metropolitana



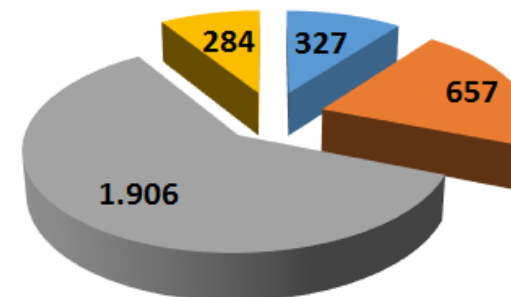
Total: 432
7%

Área Norte



Total: 2.177
35%

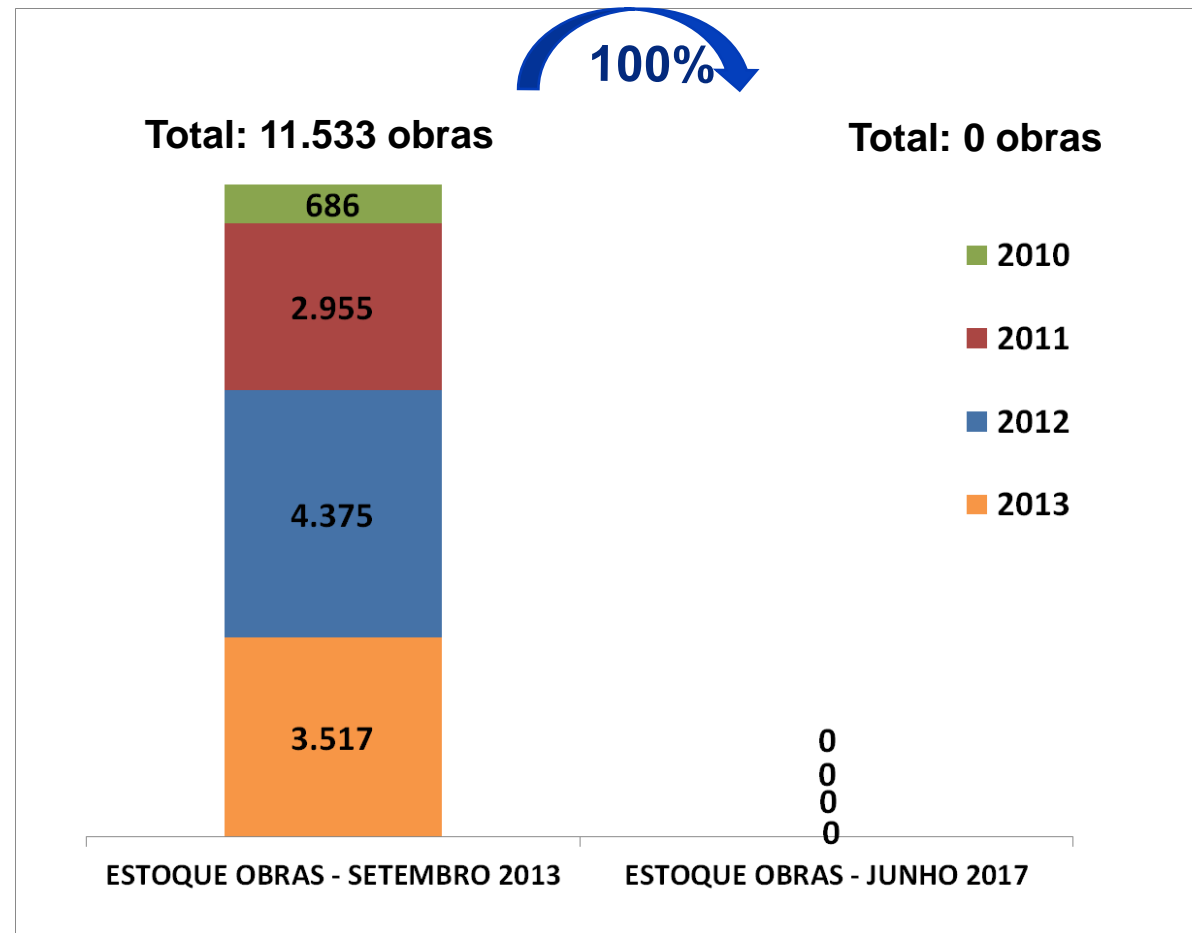
Área Sul



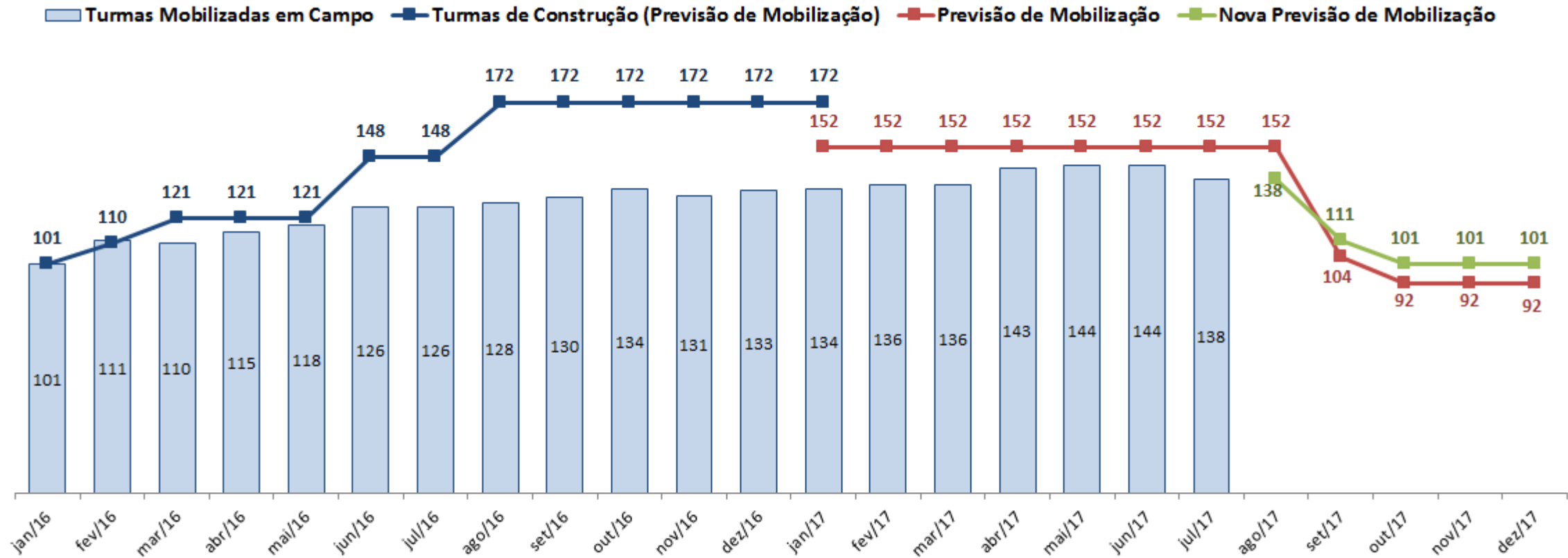
Total: 3.228
58%

Set. 2013 X Estoque Junho 2017

✓ 100% do passivo de obras de 2010 a 2013 concluído



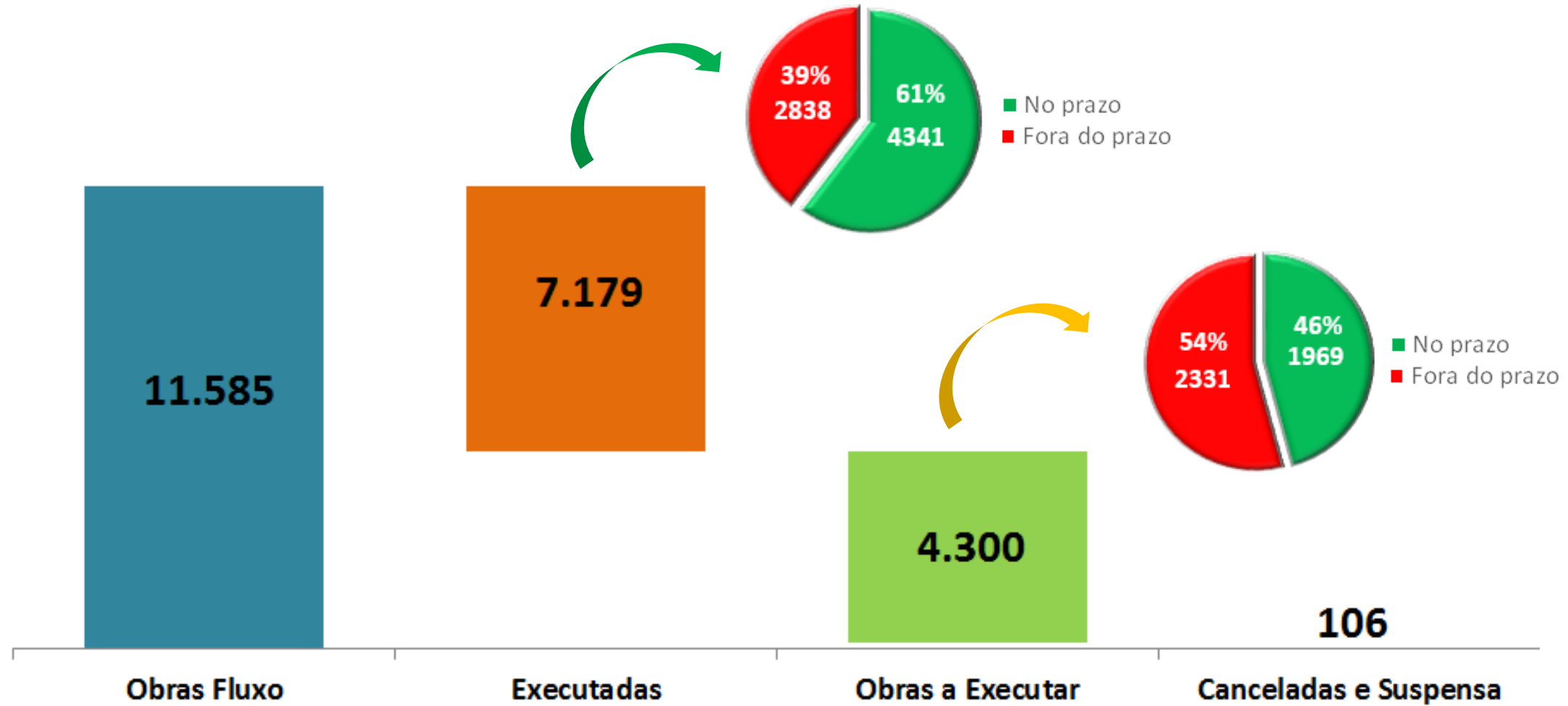
Mobilização de Equipes – Previsão Julho/17





Obras Fluxo

11.585 Obras solicitadas a partir de Maio/16 até 30/06/17

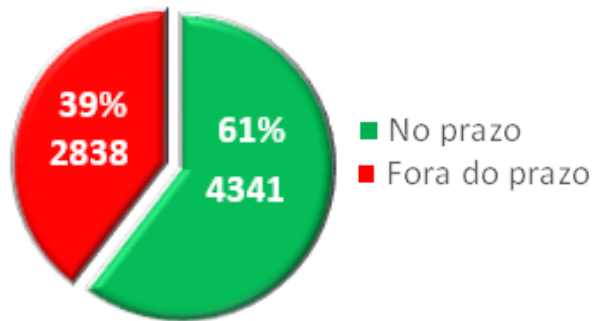




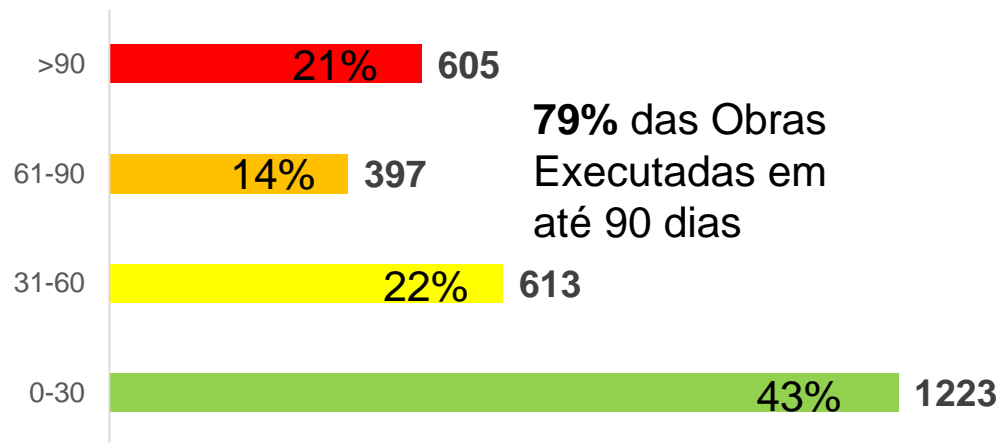
Obras Fluxo

11.585 Obras solicitadas a partir de Maio/16 até 30/06/17
Intervalos de Tempo da Perda de Prazo

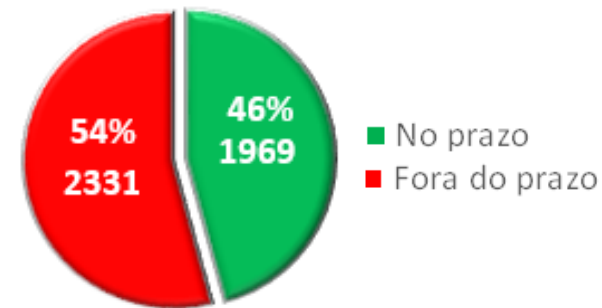
☐ Obras Executadas



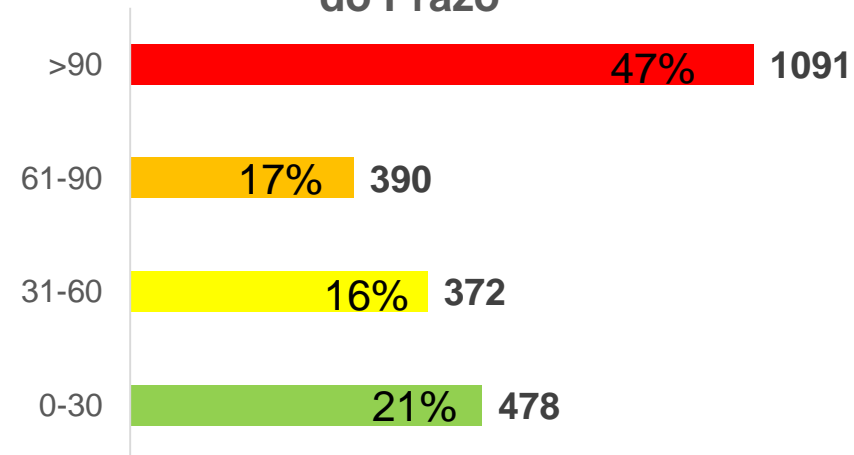
Obras Executadas Fora do Prazo



☐ Obras Pendentes de Execução



Obras Pendentes de Execução Fora do Prazo



Plano de Melhoria - ARCE

Acompanhamento Obras Fluxo – Prazos de Atendimento



✓ Acordo junto a ARCE:

Tipo de serviço	Resultados esperados		Indicadores obtidos – mês de referência	
	PSFP	PMS	PSFP	PMS
EOP	5%	30		
CBT	5%	60		

- Objetivo a realizar (% de obras fora do prazo) por regional:

PLANO DE MELHORIA

	Jun/17	Jul/17	Ago/17	Set/17	Out/17	Nov/17	Dez/17
Sul	40%	39%	32%	25%	19%	12%	5%
Norte	15%	15%	13%	10%	8%	5%	5%
Leste	8%	9%	6%	5%	5%	5%	5%
Centro sul	22%	22%	16%	11%	5%	5%	5%
Centro Norte	15%	15%	11%	7%	5%	5%	5%
Fortaleza	5%	5%	5%	5%	5%	5%	5%
Metropolitana	5%	5%	5%	5%	5%	5%	5%
Atlântico	5%	5%	5%	5%	5%	5%	5%

Obrigado!

