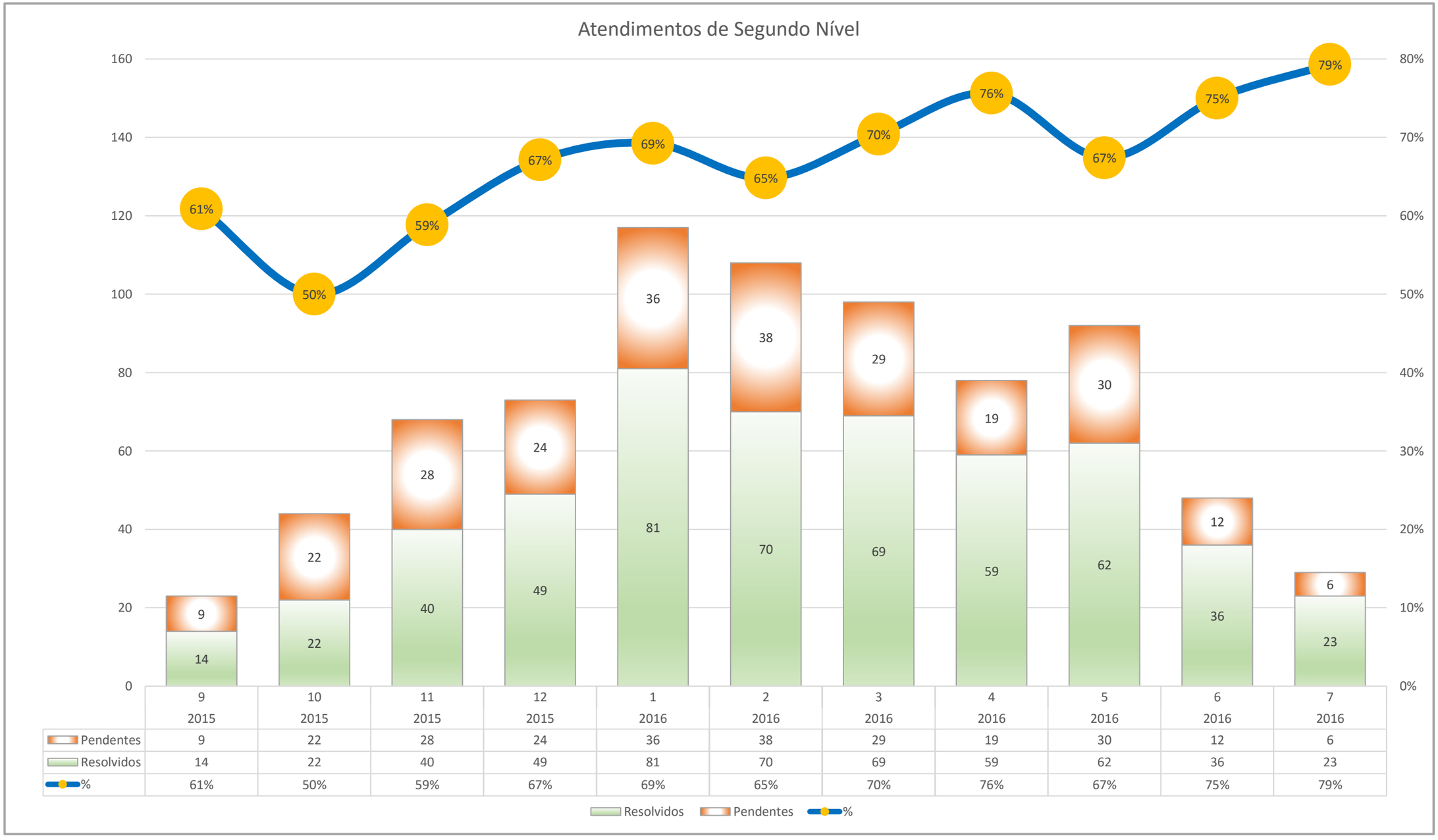
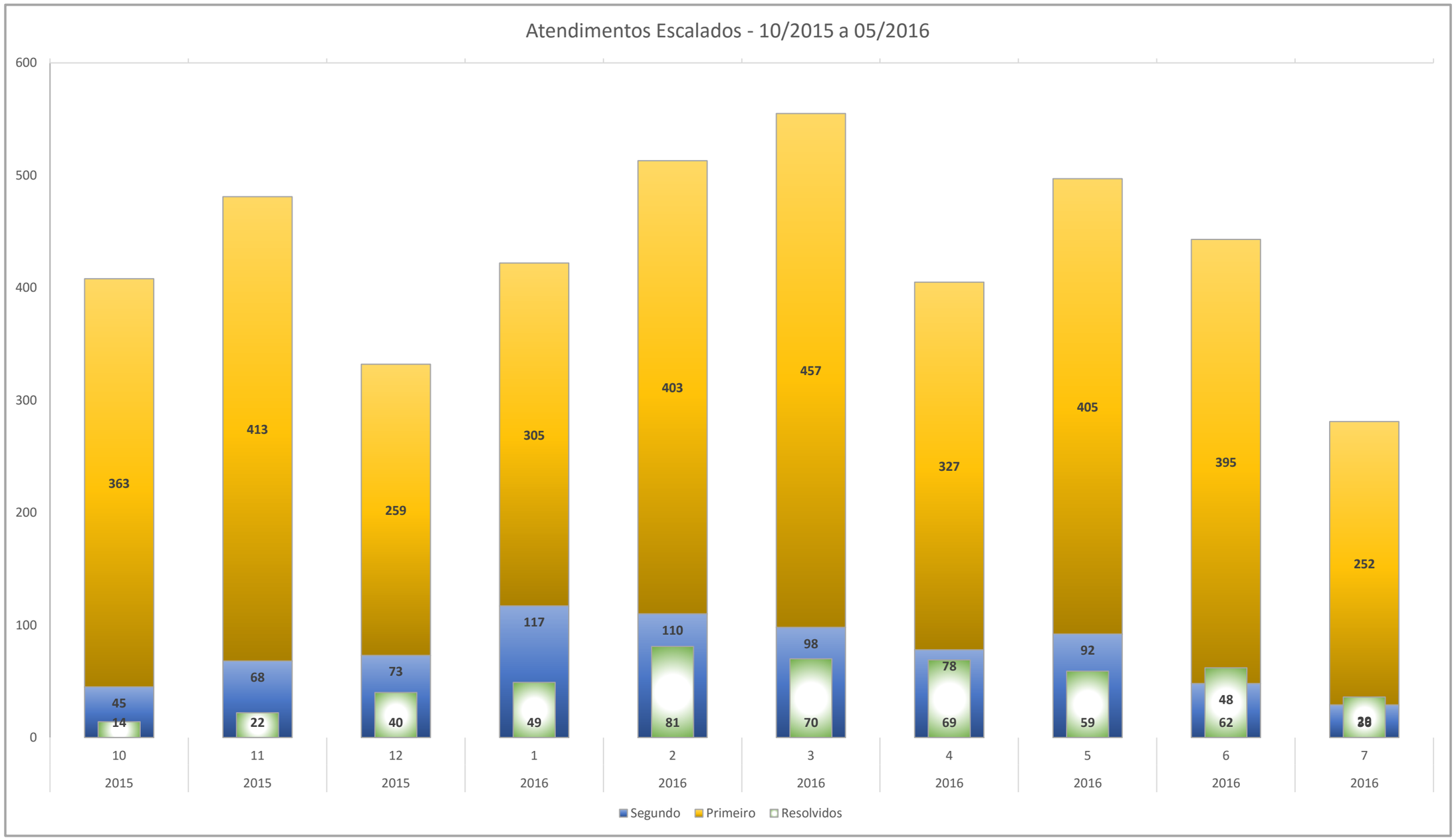
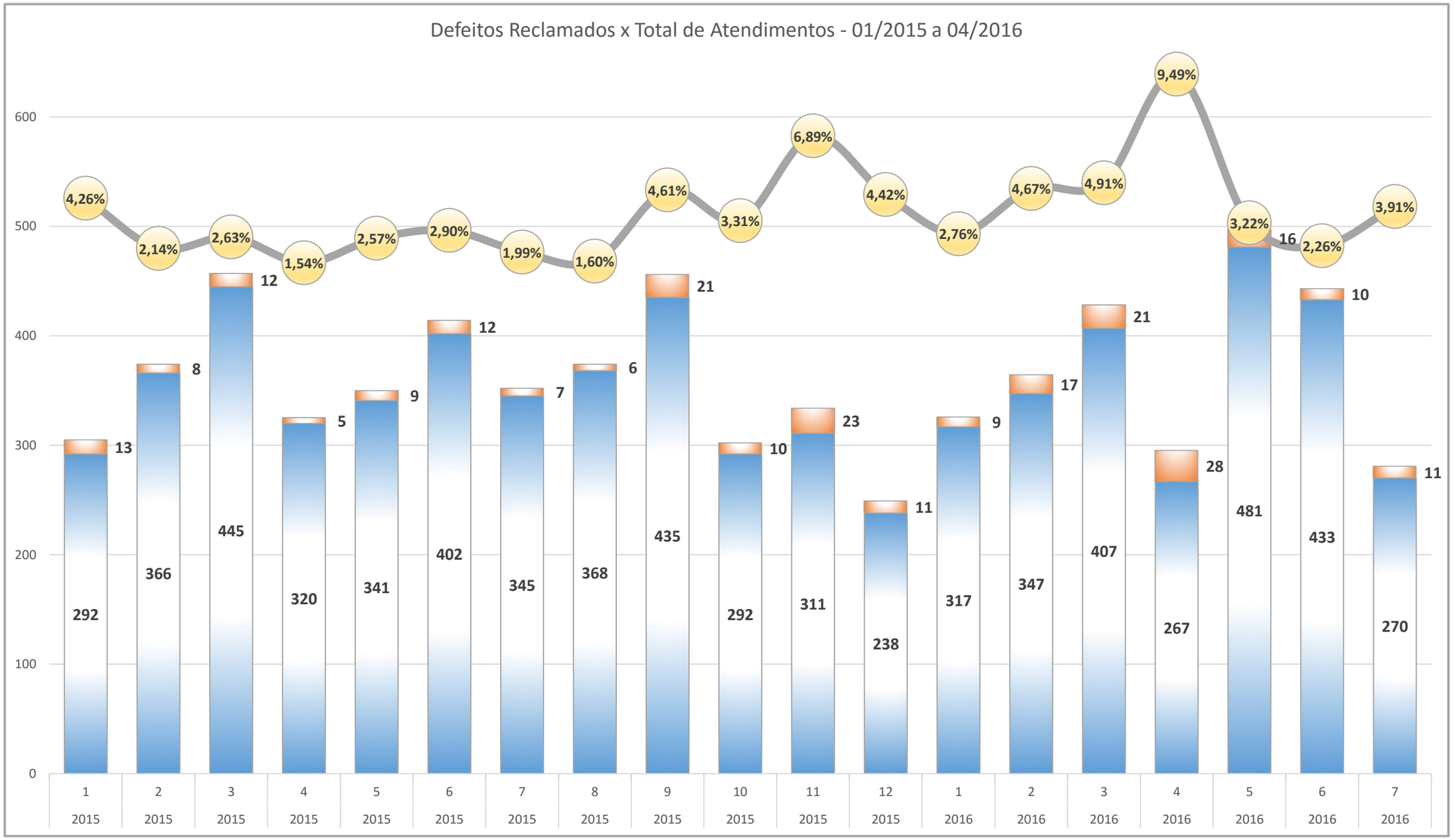
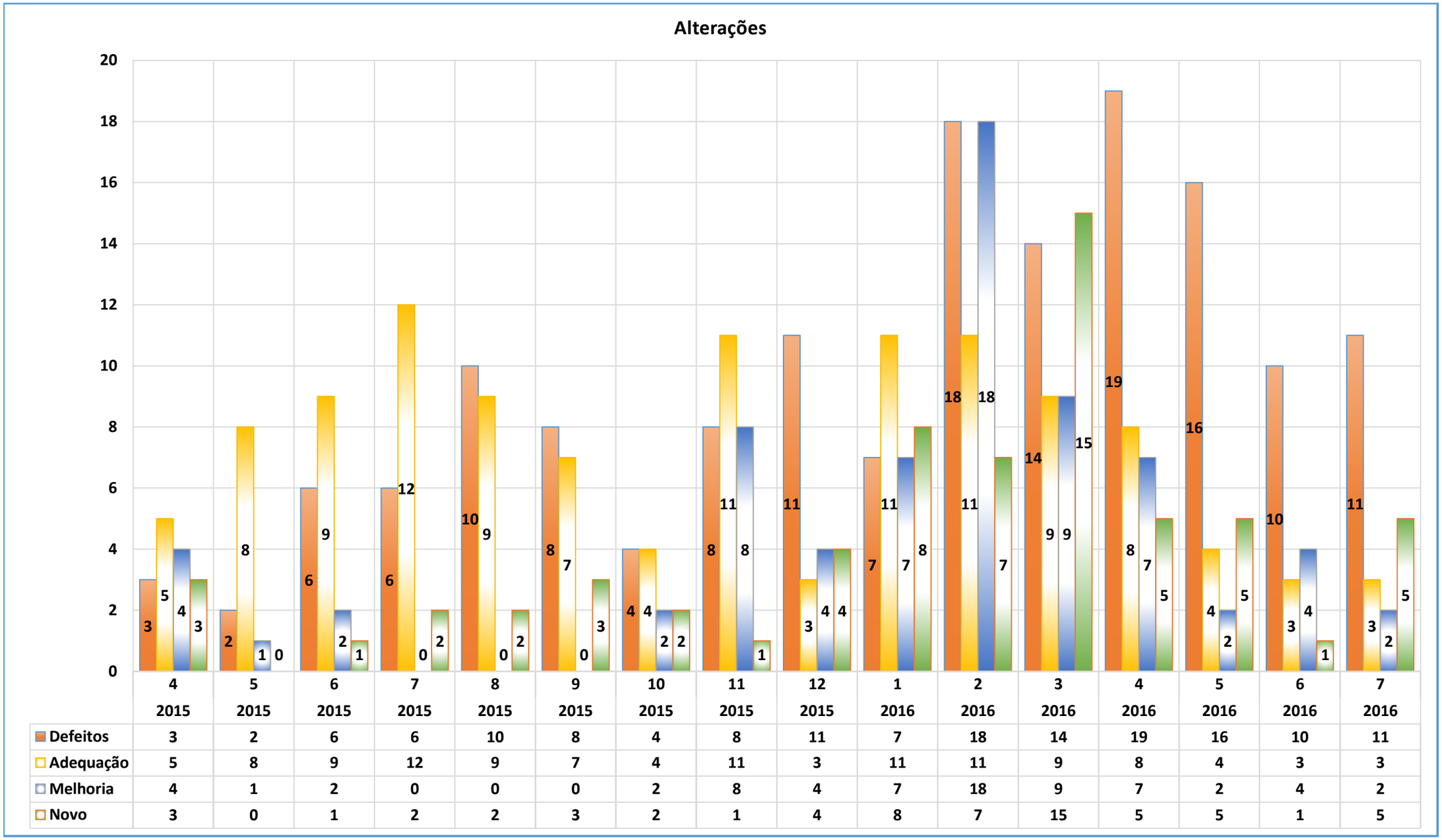
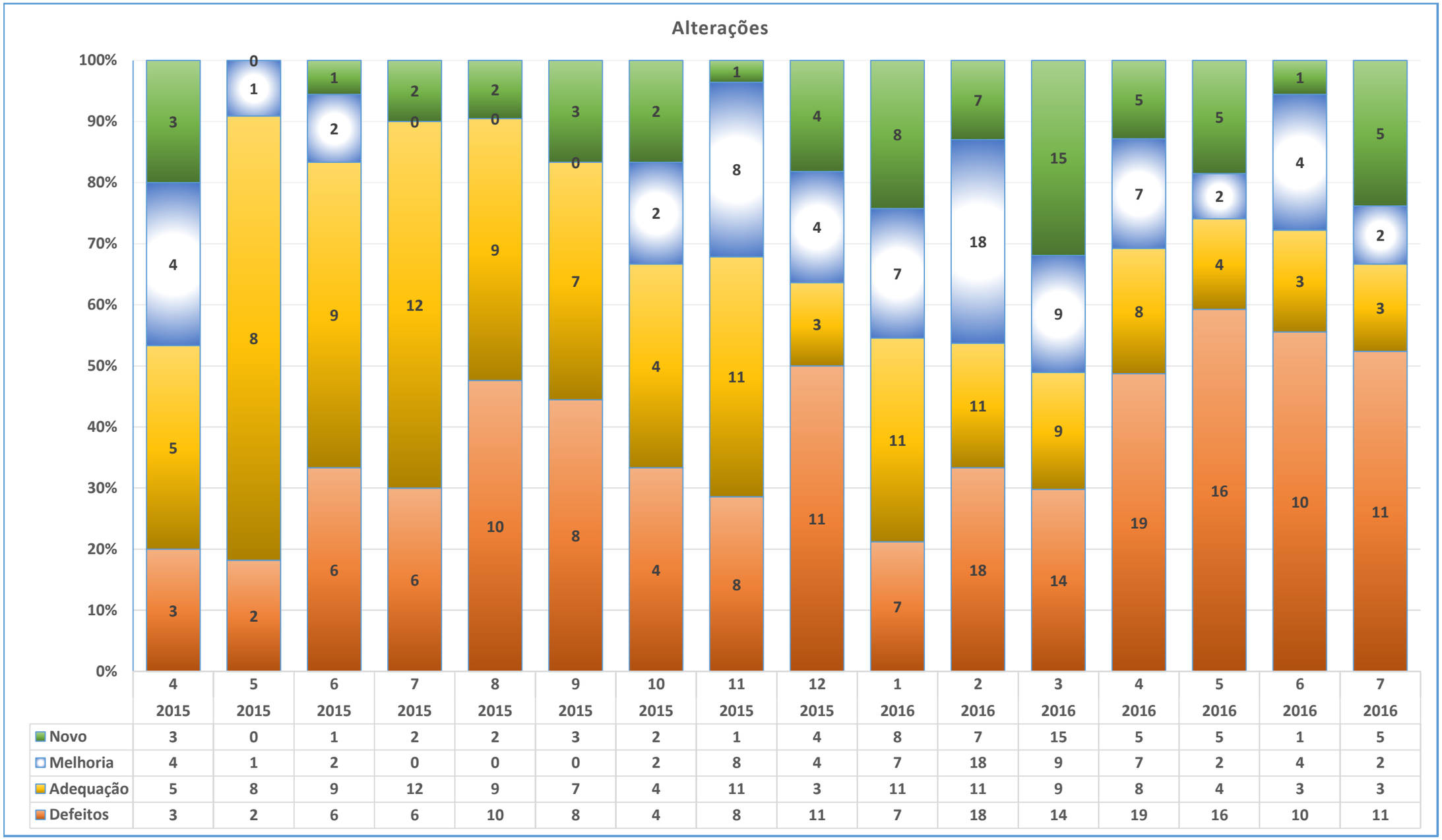

Atendimentos de Segundo Nível
160
140
120
100
80
60
40
20
0
80%
70%
60%
50%
40%
30%
20%
10%
0%
61%
50%
59%
67%
69%
65%
70%
76%
67%
75%
79%
9
14
22
22
28
40
24
49
36
81
38
70
29
69
19
59
30
62
12
36
6
23
9 2015
10 2015
11 2015
12 2015
1 2016
2 2016
3 2016
4 2016
5 2016
6 2016
7 2016
Pendentes 9 22 28 24 36 38 29 19 30 12 6
Resolvidos 14 22 40 49 81 70 69 59 62 36 23
% 61% 50% 59% 67% 69% 65% 70% 76% 67% 75% 79%
Resolvidos
Pendentes
%


Atendimentos Escalados - 10/2015 a 05/2016
600
500
400
300
200
100
0
363
45
14
413
68
22
259
73
40
305
117
49
403
110
81
457
98
70
327
78
69
405
92
59
395
48
62
252
10 2015
11 2015
12 2015
1 2016
2 2016
3 2016
4 2016
5 2016
6 2016
7 2016
Segundo
Primeiro
Resolvidos

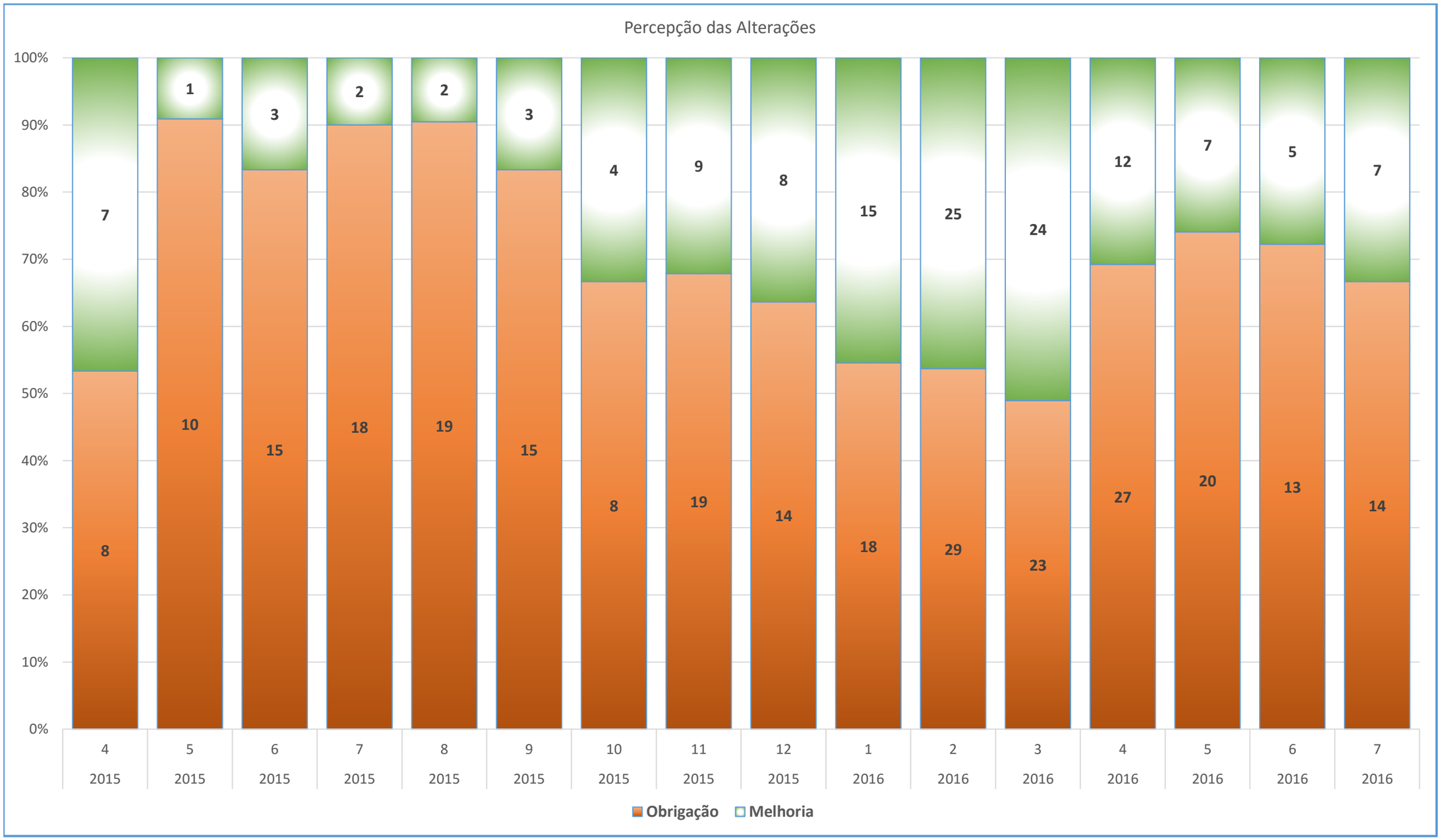

Defeitos Reclamados x Total de Atendimentos - 01/2015 a 04/2016
600
500
400
300
200
100
0
4,26%
2,14%
2,63%
1,54%
2,57%
2,90%
1,99%
1,60%
4,61%
3,31%
6,89%
4,42%
2,76%
4,67%
4,91%
9,49%
3,22%
2,26%
3,91%
13
8
12
5
9
12
7
6
21
10
23
9
17
21
28
16
10
11
292
366
445
320
341
402
345
368
435
292
311
238
317
347
407
267
481
433
270
1 2015
2 2015
3 2015
4 2015
5 2015
6 2015
7 2015
8 2015
9 2015
10 2015
11 2015
12 2015
1 2016
2 2016
3 2016
4 2016
5 2016
6 2016
7 2016




| | 4 2015 | 5 2015 | 6 2015 | 7 2015 | 8 2015 | 9 2015 | 10 2015 | 11 2015 | 12 2015 | 1 2016 | 2 2016 | 3 2016 | 4 2016 | 5 2016 | 6 2016 | 7 2016 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Defeitos | 3 | 2 | 6 | 6 | 10 | 8 | 4 | 8 | 11 | 7 | 18 | 14 | 19 | 16 | 10 | 11 |
| Adequação | 5 | 8 | 9 | 12 | 9 | 7 | 4 | 11 | 3 | 11 | 11 | 9 | 8 | 4 | 3 | 3 |
| Melhoria | 4 | 1 | 2 | 0 | 0 | 0 | 2 | 8 | 4 | 7 | 18 | 9 | 7 | 2 | 4 | 2 |
| Novo | 3 | 0 | 1 | 2 | 2 | 3 | 2 | 1 | 4 | 8 | 7 | 15 | 5 | 5 | 1 | 5 |




| | 4 2015 | 5 2015 | 6 2015 | 7 2015 | 8 2015 | 9 2015 | 10 2015 | 11 2015 | 12 2015 | 1 2016 | 2 2016 | 3 2016 | 4 2016 | 5 2016 | 6 2016 | 7 2016 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Novo | 3 | 0 | 1 | 2 | 2 | 3 | 2 | 1 | 4 | 8 | 7 | 15 | 5 | 5 | 1 | 5 |
| Melhoria | 4 | 1 | 2 | 0 | 0 | 0 | 2 | 8 | 4 | 7 | 18 | 9 | 7 | 2 | 4 | 2 |
| Adequação | 5 | 8 | 9 | 12 | 9 | 7 | 4 | 11 | 3 | 11 | 11 | 9 | 8 | 4 | 3 | 3 |
| Defeitos | 3 | 2 | 6 | 6 | 10 | 8 | 4 | 8 | 11 | 7 | 18 | 14 | 19 | 16 | 10 | 11 |


Percepção das Alterações
100%
90%
80%
70%
60%
50%
40%
30%
20%
10%
0%
7
1
3
2
2
3
4
9
8
15
25
24
12
7
5
7
8
10
15
18
19
15
8
19
14
18
29
23
27
20
13
14
4 2015
5 2015
6 2015
7 2015
8 2015
9 2015
10 2015
11 2015
12 2015
1 2016
2 2016
3 2016
4 2016
5 2016
6 2016
7 2016
Obrigação
Melhoria