



Call Costs By Department

Air Niugini Limited

Period 3/1/2015-3/7/2015
Call Types ALL

	No Inc Calls	No Out Calls	Total Calls	Average Duration	Duration	Actual Cost
COMMERCIAL						
224 Airfreight Services	948	691	1 639	00:01:43	1d23:03	\$1 161.69
290 Tele Sales Reservations	147	243	390	00:01:48	11:44:52	\$358.61
292 Yield Management	171	27	198	00:02:52	09:28:33	\$15.83
293 Auto Syst Galileo NDC	253	151	404	00:02:24	16:13:03	\$332.57
294 Destination Loyalty	52	215	267	00:01:29	06:40:14	\$267.14
431 Commerical Admin	95	132	227	00:01:46	06:41:25	\$226.65
432 Tarrif	42	20	62	00:04:04	04:12:55	\$21.04
433 Executive Club	155	222	377	00:01:32	09:39:45	\$368.57
436 Agency & Interline	0	4	4	00:02:03	00:08:14	\$5.19
437 Planning	149	93	242	00:03:20	13:27:30	\$314.66
441 Marketing	17	66	83	00:01:58	02:43:20	\$74.44
443 Staff Travel	8	180	188	00:01:16	03:58:43	\$262.75
514 POM Aport Dom.Sales	0	205	205	00:01:45	06:01:23	\$332.12
533 POM Aport Intl.Sale	287	292	579	00:02:03	19:51:31	\$764.56
601 SOE Sales	332	123	455	00:01:36	12:11:56	\$272.01
601 Tours Travel Centre	73	130	203	00:02:07	07:09:47	\$226.96
COMMERCIAL	2 729	2 794	5 523	00:01:55	7d09:17	\$5 004.79
CORPERATE SERVICES						
410 Finance Accounting	24	55	79	00:00:55	01:12:28	\$38.99
413 Information Technology	581	253	834	00:01:40	23:20:31	\$351.51
418 Property	21	136	157	00:01:39	04:20:25	\$173.23
420 Payroll	253	97	350	00:01:33	09:06:54	\$81.31
421 Commercial Fleet	18	64	82	00:00:48	01:06:24	\$30.25
424 Corporate Admin	1	0	1	00:00:36	00:00:36	\$0.00
454 Commercial Stores	60	258	318	00:01:12	06:26:44	\$0.00
481 Revenue Accounting	263	110	373	00:02:27	15:14:11	\$137.46
482 Treasury	245	117	362	00:02:18	13:56:00	\$201.83
483 Corporate Reporting	17	20	37	00:01:46	01:05:41	\$9.94
484 Accounts Receivable	256	147	403	00:02:27	16:28:53	\$329.23
485 Planning & Analysis	18	36	54	00:01:49	01:38:08	\$65.26
486 Finance Projects	13	12	25	00:02:24	01:00:13	\$49.75
CORPERATE SERVICES	1 770	1 305	3 075	00:01:51	3d22:57	\$1 468.76
ENGINEERING DIVISION						
100 ENG Line Maintenance	0	42	42	00:00:56	00:39:17	\$51.85
101 ENG Workshop	17	20	37	00:01:24	00:51:49	\$25.57
109 ENG Hanger Maintenance Sec	0	222	222	00:01:44	06:28:13	\$421.96
155 Avionics	7	1	8	00:00:52	00:06:57	\$0.63
470 Eng Div Admin	14	127	141	00:01:14	02:55:23	\$186.65
471 Quality Assurance	18	11	29	00:01:00	00:29:02	\$6.78

Call Costs By Department

Period 3/1/2015-3/7/2015

Air Niugini Limited

Call Types ALL

	No Inc Calls	No Out Calls	Total Calls	Average Duration	Duration	Actual Cost
472 Design Services	6	46	52	00:03:07	02:42:21	\$378.76
475 ENG Supply	110	551	661	00:02:12	1d00:19	\$1 207.29
476 Ground Equipment	20	39	59	00:02:07	02:05:26	\$35.26
477 Production Planning	10	5	15	00:03:20	00:50:08	\$37.83
ENGINEERING DIVISION	202	1 064	1 266	00:01:57	1d17:28	\$2 352.58
<u>FLIGHT OPERATIONS DIVISION</u>						
130 Flt Ops Movemt Cont	419	1 816	2 235	00:01:32	2d09:41	\$3 681.90
134 DASH8 Q400 Tech Crew	0	4	4	00:07:53	00:31:34	\$87.64
137 Flt Crew F100	0	10	10	00:06:05	01:00:52	\$150.90
138 Flt Crew B767	2	23	25	00:01:05	00:27:06	\$21.69
140 FLT ATTDNTS F28 DH	10	1	11	00:00:49	00:09:08	\$0.00
141 Flt Attdnts Admin	58	7	65	00:01:28	01:36:13	\$6.07
143 Q400	2	2	4	00:01:18	00:05:13	\$1.05
147 Flt Attdnts F100	12	5	17	00:00:53	00:15:14	\$4.04
148 Flt Attdnt B767	1	6	7	00:02:50	00:19:55	\$39.43
160 B737 Tech Crew	0	7	7	00:00:49	00:05:45	\$0.00
425 Planning & Projects	76	69	145	00:02:30	06:04:40	\$159.82
460 Flight Ops Admin	37	111	148	00:01:42	04:13:36	\$270.35
463 Aircraft Performance	4	42	46	00:01:25	01:05:47	\$75.89
467 Flight Operation	25	200	225	00:03:29	13:06:45	\$704.45
468 COO - Admin	0	12	12	00:21:22	04:16:31	\$210.64
FLIGHT OPERATIONS DIVISION	646	2 315	2 961	00:01:50	3d18:59	\$5 413.87
<u>GENERAL MANAGEMEN</u>						
400 CEO Unit	121	9	130	00:01:28	03:10:42	\$12.54
401 Internal Audit	59	51	110	00:02:35	04:45:00	\$38.17
402 Advertising & Corp Affairs	12	63	75	00:03:19	04:09:57	\$235.30
403 Legal	24	31	55	00:01:13	01:07:38	\$28.44
406 Quality	72	117	189	00:01:41	05:20:33	\$187.09
409 Document Procedures	5	31	36	00:01:22	00:49:19	\$33.93
479 ENG.Maintenance Control	78	72	150	00:01:59	04:59:30	\$200.49
GENERAL MANAGEMEN	371	374	745	00:01:57	1d00:22	\$735.96
<u>GROUND OPERATIONS</u>						
199 Aircraft Cleaning	0	29	29	00:01:21	00:39:23	\$35.95
200 POM Catering Facility	44	280	324	00:00:37	03:22:07	\$0.00
223 POM Airport Passenger	253	331	584	00:01:18	12:42:15	\$497.71
225 Security	410	363	773	00:00:54	11:40:46	\$439.08
233 POM Internation Airport	264	219	483	00:01:42	13:44:26	\$523.51
268 POM Customer SVC - Int	12	210	222	00:01:21	05:00:55	\$325.07
269 Customer Services	560	654	1 214	00:01:37	1d08:56	\$956.01
450 PNG Stations	0	14	14	00:03:48	00:53:21	\$20.56

Call Costs By Department
Air Niugini Limited

Period 3/1/2015-3/7/2015
 Call Types ALL

	No Inc Calls	No Out Calls	Total Calls	Average Duration	Duration	Actual Cost
<i>451 Service Delivery</i>	30	50	80	00:01:07	01:29:25	\$47.35
<i>452 Traffic Systems</i>	2	5	7	00:03:02	00:21:14	\$47.00
<i>453 Ground Operations Admin</i>	11	11	22	00:01:21	00:30:01	\$8.35
<i>455 Quality & Compliance</i>	7	21	28	00:05:05	02:22:23	\$185.64
<i>456 Government Liaison</i>	11	187	198	00:01:19	04:23:42	\$289.81
<i>495 Duty Free</i>	16	86	102	00:00:32	00:55:50	\$9.08
GROUND OPERATIONS	1 620	2 460	4 080	00:01:20	3d19:02	\$3 385.12
<u>HUMAN RESOURCES DIVISION</u>						
<i>408 Technical Training</i>	71	78	149	00:02:03	05:07:50	\$66.47
<i>440 Human Resource</i>	193	58	251	00:02:15	09:25:07	\$102.44
HUMAN RESOURCES DIVISION	264	136	400	00:02:10	14:32:57	\$168.91
Report Totals	7 602	10 448	18 050	00:01:46	22d06:39	\$18,529.99