

OR 4-05, OR 4-09 and OR 4-10 Special Studies for November 2001 through February 2002

VA Special Studies Using Work Completion Date/Time in place of SOP Completion Date/Time										
			Nov-01		Dec-01		Jan-02		Feb-02	
		Standard	Perf	Obs	Perf	Obs	Perf	Obs	Perf	Obs
OR 4-05	Resale	97% by noon next business day	91.05%	11894	91.68%	9943	94.49%	10774	97.30%	10201
	UNE	97% by noon next business day	79.11%	23875	82.32%	23923	83.42%	22374	83.66%	20371
OR 4-09	Resale	95% within 3 business days	90.48%	5210	95.64%	4516	93.54%	5065	95.93%	4570
	UNE	95% within 3 business days	90.09%	2170	92.78%	2050	95.61%	1959	98.41%	1635
OR 4-10	Resale	95% within 2 business days	96.45%	5210	97.90%	4516	95.83%	5065	99.12%	4570
	UNE	95% within 2 business days	90.14%	2170	91.76%	2050	95.00%	1959	97.49%	1635