

**IRWA CLASSROOM EDUCATION PROGRAM
DELIVERY REPORT
FISCAL YEAR
JULY 2013- JUNE 2014**

	# CLASSES HELD	# MISSING, WRONG OR LATE MATERIAL GOAL = Deliver correct & complete material at least 2 days before class start date reported within guidelines	# CONTENT ERROR Directly affecting Course presentation reported within guidelines	# WRONG LOCATION GOAL = Deliver to address provided reported within guidelines	# ERRORS Missing, wrong, late, content, or location reported outside guidelines	# ORDER ERRORS Missing materials or late delivery or location due to IRWA Staff	% ERROR GOAL = <5%	% DELIVERED RIGHT PLACE, RIGHT MATERIAL, RIGHT ON TIME GOAL = > 95%
July	30	1	0	0	0	0	3.33%	96.67%
August	27	1	0	0	0	0	3.70%	96.30%
September	36	3	0	0	0	0	8.33%	91.67%
October	60	2	0	0	0	0	3.33%	96.67%
November	29	1	0	0	0	0	3.45%	96.55%
December	7	0	0	0	0	0	0.00%	100.00%
January	12	3	0	0	0	0	25.00%	75.00%
February	33	3	0	0	0	0	9.09%	90.91%
March	37	0	0	0	0	0	0.00%	100.00%
April	39	1	0	0	0	0	2.56%	97.44%
May	43	3	0	0	0	0	6.98%	93.02%
June	26	1	0	0	0	0	3.85%	96.15%
Totals	379	19	0	0	0	0	5.01%	94.99%

July - Course 901 Large scale maps were missing from order, maps were printed by vendor and shipped to coordinator. Maps were received prior to class start date.

August - Course 701 Missing auxiliary materials from order, and extra facilitator manuals were shipped. Vendor printed and shipped auxiliary materials for class and provided return label for facilitator materials prior to class start date.

September - Course 100 exams not shrinkwrapped. Course 200 exam scantrons missing. Photocopy of scantron used by participants to mark answers. Course 209 old exam was provided for class. An updated exam was provided to vendor on April 17th. Updated exam was sent to instructor for use in class.

October - Course 215 duplicate order. Course 304 UPS unable to deliver materials. Materials were re-shipped after class.

November - Course 225 UPS unable to deliver materials on time and to correct location.

January - Course 406B UPS damaged the materials en route to delivery and disposed of materials. More materials were printed by our vendor and rush shipped. Course 501 roster shipped by Crestec missing front page. Course 502 roster shipped by Crestec missing front page.

February - Course 104 roster shipped by Crestec missing front page IRWA HQ emailed a copy of the roster front page to the coordinator. Course 209 roster shipped by Crestec missing front page IRWA HQ emailed a copy of the roster front page to the coordinator. Course 502 roster shipped by Crestec missing front page IRWA HQ emailed a copy of the roster front page to the coordinator.

April - Course 901 was missing large scale maps. A PDF of the map was emailed to the instructor and coordinator.

May - Course 105 was shipped to the wrong address by Crestec. Mimeo printed a new set of materials and was delivered prior to the class. Courses 100 and 506 orders were mishandled by Crestec and shipped to wrong recipients. Crestec reprinted and reshipped materials to correct recipients.

June - Courses 100 order was for 10 sets of materials, only 9 PRWTs were received. Enough materials were available for participants.