

# Breakage Is More Than One Number

A district rate sets the baseline. The pattern shows where to act.

## SEVEN PATTERNS TO REVIEW

A district wide rate shows how much damage occurred. These views show where it is concentrated and what to investigate before changing policy, cases or repair workflows.

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|----------|------------------------------------|-----------------------------------------------------------------------------------------------|
| <b>1</b> | <b>Damage category</b>             | Separate screens, liquid, hinges, ports, and other causes. Which physical-damage type leads?  |
| <b>2</b> | <b>School or location</b>          | Compare incidents per 100 active devices so a larger school does not dominate by size.        |
| <b>3</b> | <b>Grade and usage model</b>       | Pair grade level with take-home, classroom, cart, lab, or shared-device use.                  |
| <b>4</b> | <b>Model, age, and warranty</b>    | Compare similar cohorts; separate accidental damage from failure and warranty work.           |
| <b>5</b> | <b>Timing and events</b>           | Check weekly spikes around deployment, breaks, trips, or collection. Do they recur?           |
| <b>6</b> | <b>Repeat history</b>              | Compare total incidents with unique damaged devices, then review device and assignee history. |
| <b>7</b> | <b>Repair outcome and downtime</b> | Track how repairs end, median report-to-ready time, and the age of open work.                 |

## USE THE RIGHT COMPARISON

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|-----------------------------|-------------------------------------------------------------------|
| <b>SCHOOL, GRADE, MODEL</b> | Incidents per 100 active devices in each group.                   |
| <b>DAMAGE TYPE OR TIME</b>  | Share of incidents, then a second cut by school, grade, or model. |
| <b>REPAIR EXPERIENCE</b>    | Median report-to-ready time and the oldest open work.             |