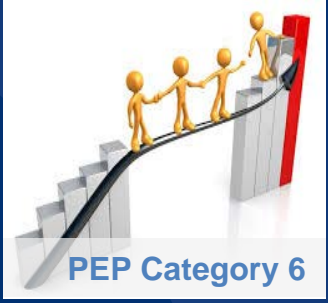




# Performance Excellence Program

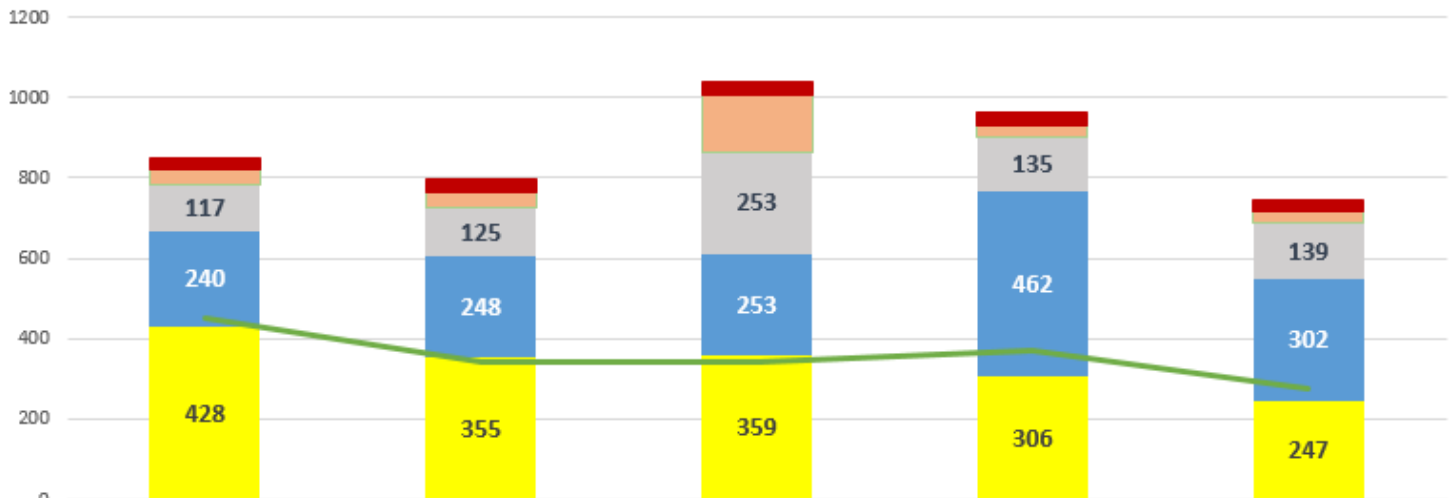
## Category 6

### Operations and Process Focus



Each day the Performance Excellence Team reviews the status of each SLA Dependent Service Request. One of the reasons for the wonderful results is the persistent dedication to continuous review and improvement. Below, please see the highlights that made up a very successful week.

Daily Progress January 11 - 15, 2016



	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
>20 days overdue (Tier 4)	29	33	35	34	31
10 - 19 days overdue (Tier 3)	36	34	139	28	27
1 - 9 days overdue (Tier 2)	117	125	253	135	139
Within SLA (Tier 1)	240	248	253	462	302
Created	428	355	359	306	247
Closed	452	340	342	372	277

Created Within SLA (Tier 1) 1 - 9 days overdue (Tier 2) 10 - 19 days overdue (Tier 3) >20 days overdue (Tier 4) Closed