



Performance Excellence Program

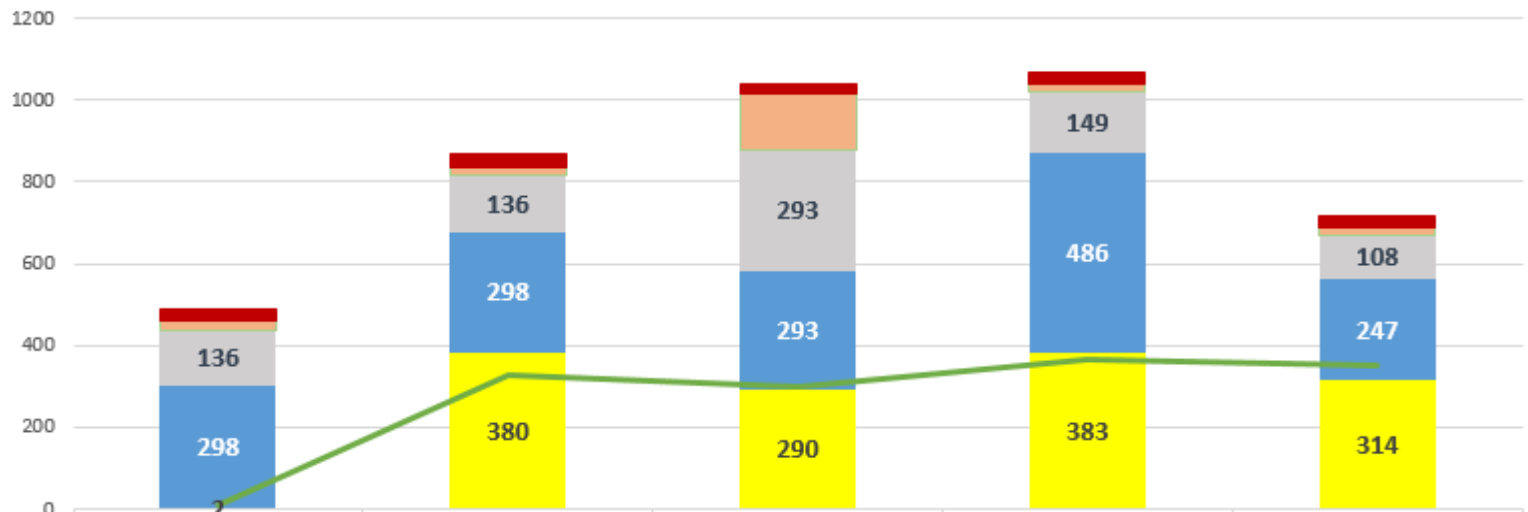
Category 6

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 18 - 22, 2016



	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
>20 days overdue (Tier 4)	29	29	23	31	29
10 - 19 days overdue (Tier 3)	23	23	140	20	18
1 - 9 days overdue (Tier 2)	136	136	293	149	108
Within SLA (Tier 1)	298	298	293	486	247
Created	2	380	290	383	314
Closed	8	327	297	364	351

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