



Performance Excellence Program

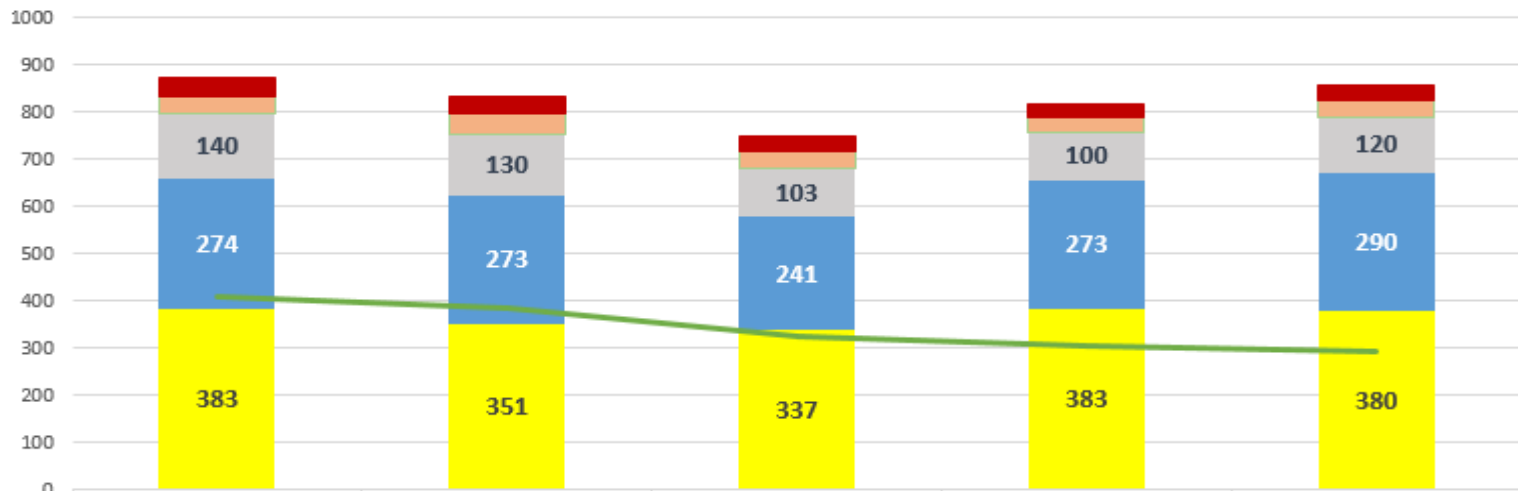
Category 6

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 February 1 - 5, 2016



	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
>20 days overdue (Tier 4)	37	36	32	31	33
10 - 19 days overdue (Tier 3)	37	41	34	31	33
1 - 9 days overdue (Tier 2)	140	130	103	100	120
Within SLA (Tier 1)	274	273	241	273	290
Created	383	351	337	383	380
Closed	407	383	323	304	293

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