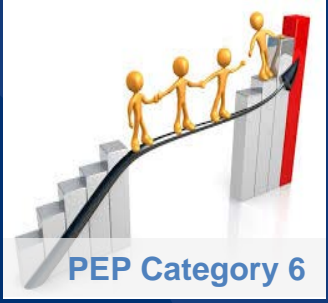




Performance Excellence Program

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 15 - 19, 2016



	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
>20 days overdue (Tier 4)	37	22	21	21	21
10 - 19 days overdue (Tier 3)	30	16	14	16	21
1 - 9 days overdue (Tier 2)	156	116	100	112	104
Within SLA (Tier 1)	327	268	371	439	433
Created	249	403	320	392	332
Closed	286	396	294	375	282

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