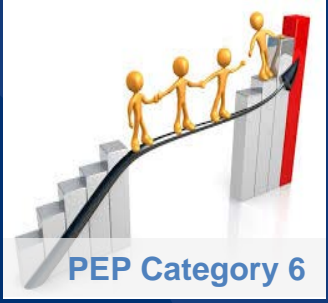




Performance Excellence Program

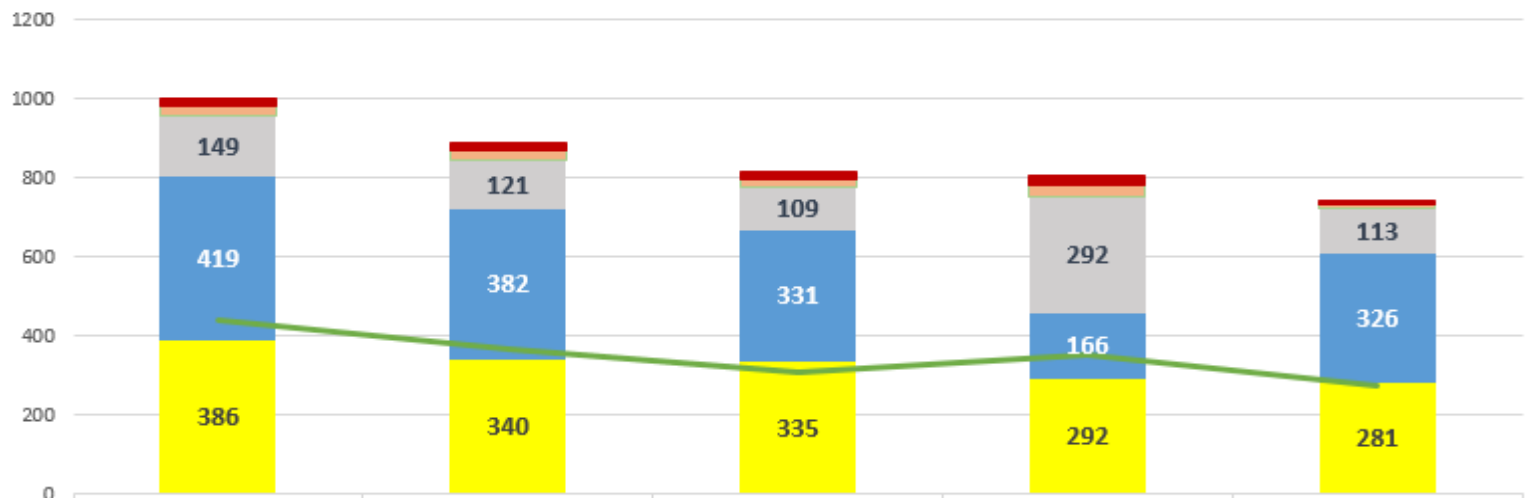
Category 6

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 22 - 26, 2016



	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
>20 days overdue (Tier 4)	21	20	18	24	14
10 - 19 days overdue (Tier 3)	25	25	20	31	10
1 - 9 days overdue (Tier 2)	149	121	109	292	113
Within SLA (Tier 1)	419	382	331	166	326
Created	386	340	335	292	281
Closed	439	365	309	350	275

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