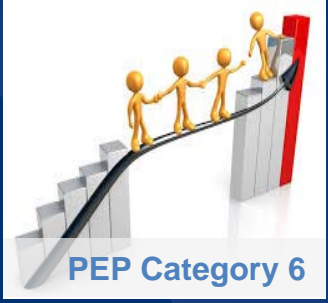




# Performance Excellence Program

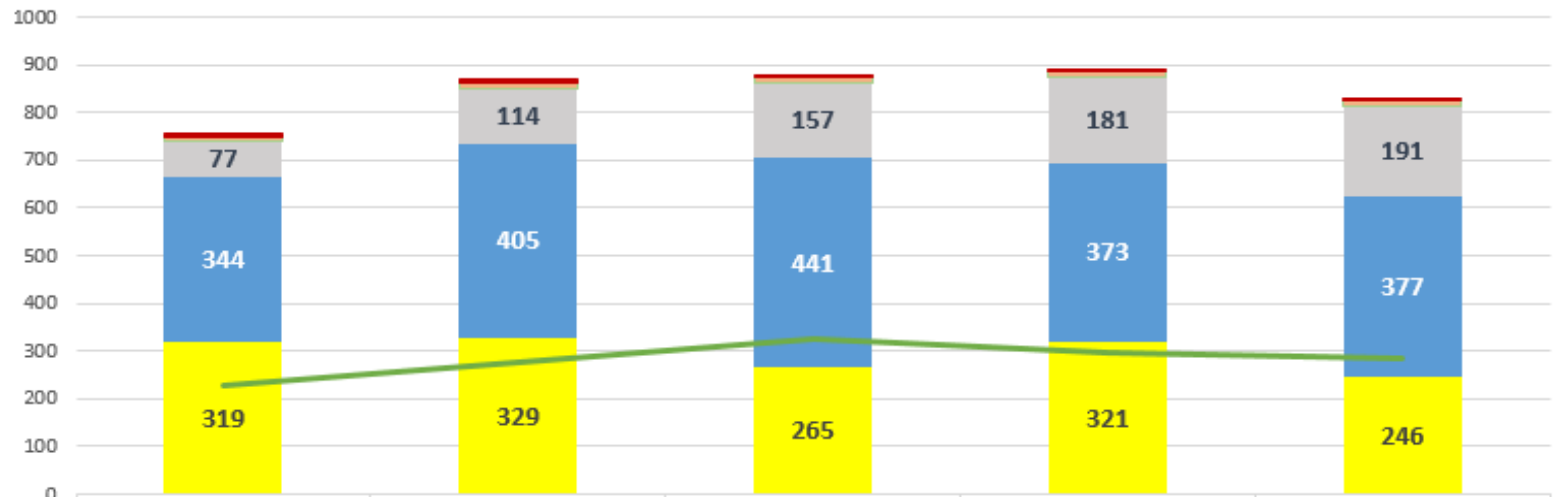
## Category 6

### *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 March 7 - March 11, 2016



	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
>20 days overdue (Tier 4)	8	7	7	2	2
10 - 19 days overdue (Tier 3)	8	14	10	12	11
1 - 9 days overdue (Tier 2)	77	114	157	181	191
Within SLA (Tier 1)	344	405	441	373	377
Created	319	329	265	321	246
Closed	230	276	324	296	283

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