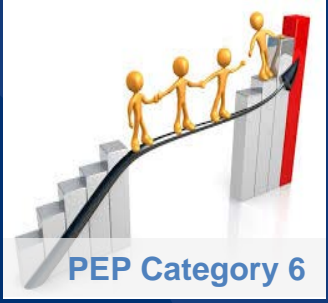




# Performance Excellence Program

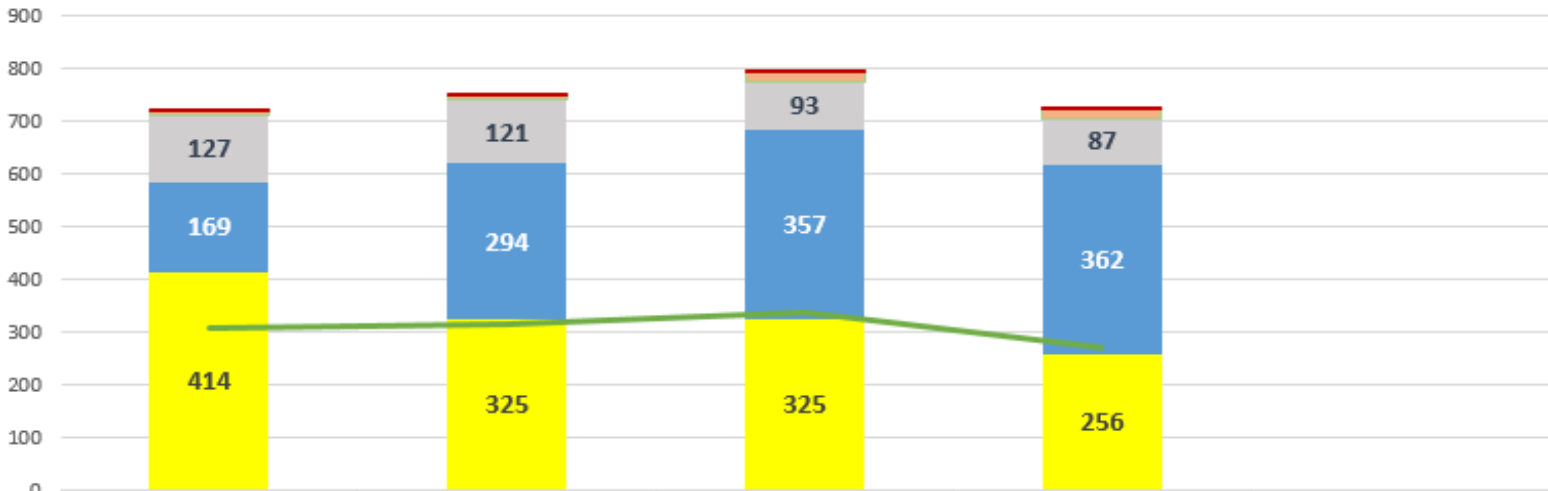
## Category 6

# 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 21 - March 25, 2016



	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
>20 days overdue (Tier 4)	3	3	3	1	
10 - 19 days overdue (Tier 3)	10	9	16	17	
1 - 9 days overdue (Tier 2)	127	121	93	87	
Within SLA (Tier 1)	169	294	357	362	
Created	414	325	325	256	
Closed	306	314	336	271	

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