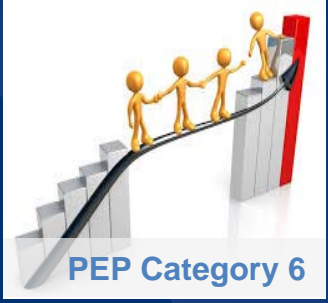




Performance Excellence Program

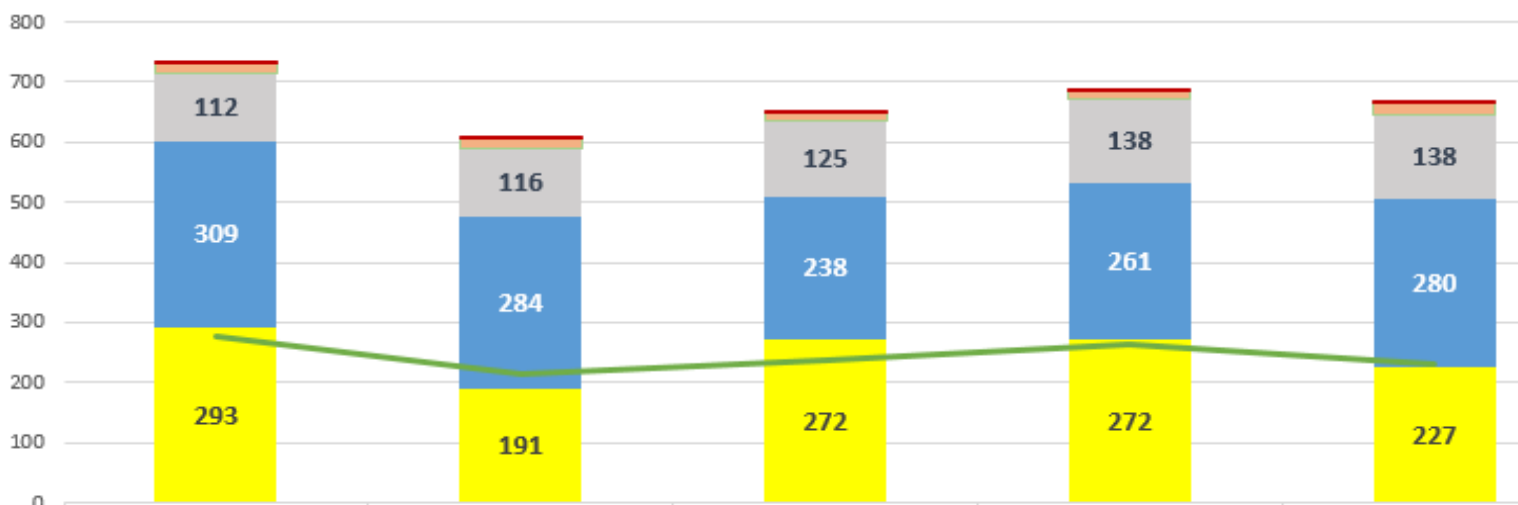
Category 6

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 28 - April 1, 2016



	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
>20 days overdue (Tier 4)	1	3	3	3	3
10 - 19 days overdue (Tier 3)	16	16	12	15	20
1 - 9 days overdue (Tier 2)	112	116	125	138	138
Within SLA (Tier 1)	309	284	238	261	280
Created	293	191	272	272	227
Closed	278	215	238	265	232

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