



Performance Excellence Program

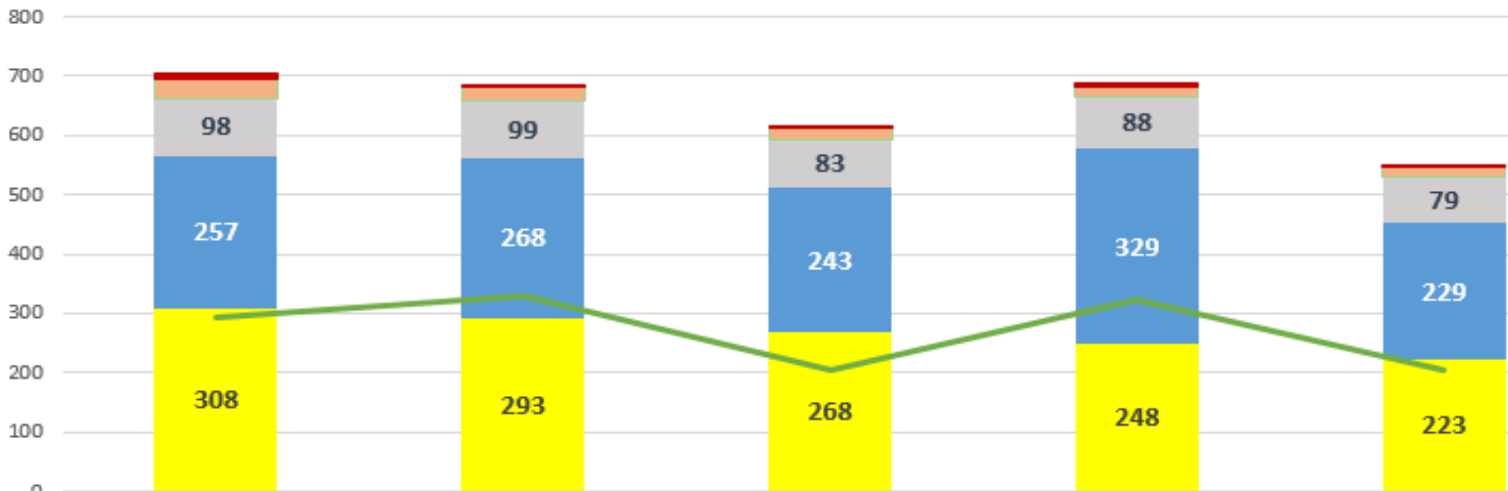
Category 6

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 April 4 - April 8, 2016



>20 days overdue (Tier 4)	10	3	2	7	1
10 - 19 days overdue (Tier 3)	33	23	19	17	16
1 - 9 days overdue (Tier 2)	98	99	83	88	79
Within SLA (Tier 1)	257	268	243	329	229
Created	308	293	268	248	223
Closed	294	328	203	323	204

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