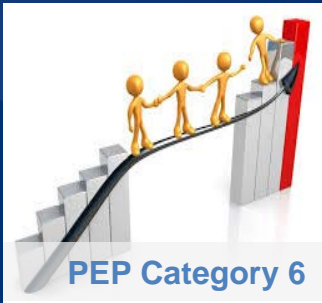




Performance Excellence Program

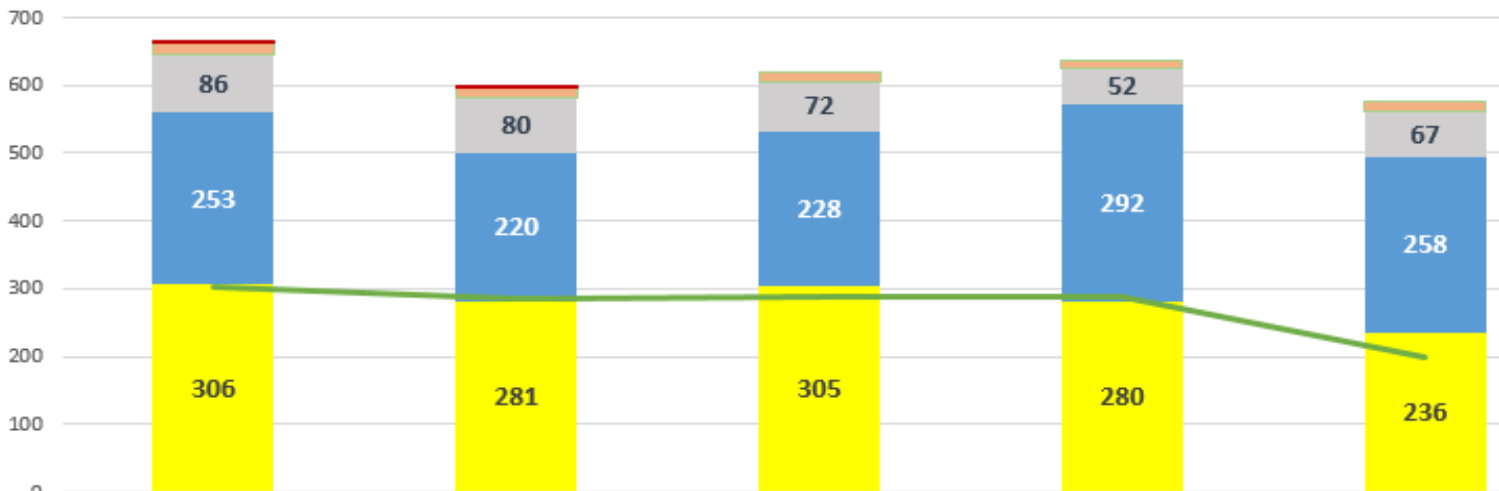
Category 6

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 11 - April 15, 2016



	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
>20 days overdue (Tier 4)	1	1	0	0	0
10 - 19 days overdue (Tier 3)	18	15	15	13	14
1 - 9 days overdue (Tier 2)	86	80	72	52	67
Within SLA (Tier 1)	253	220	228	292	258
Created	306	281	305	280	236
Closed	303	284	288	288	198

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