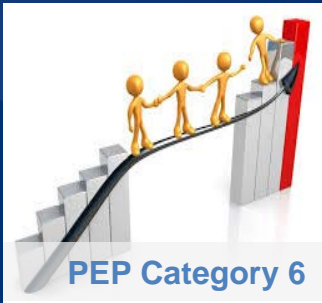




# Performance Excellence Program

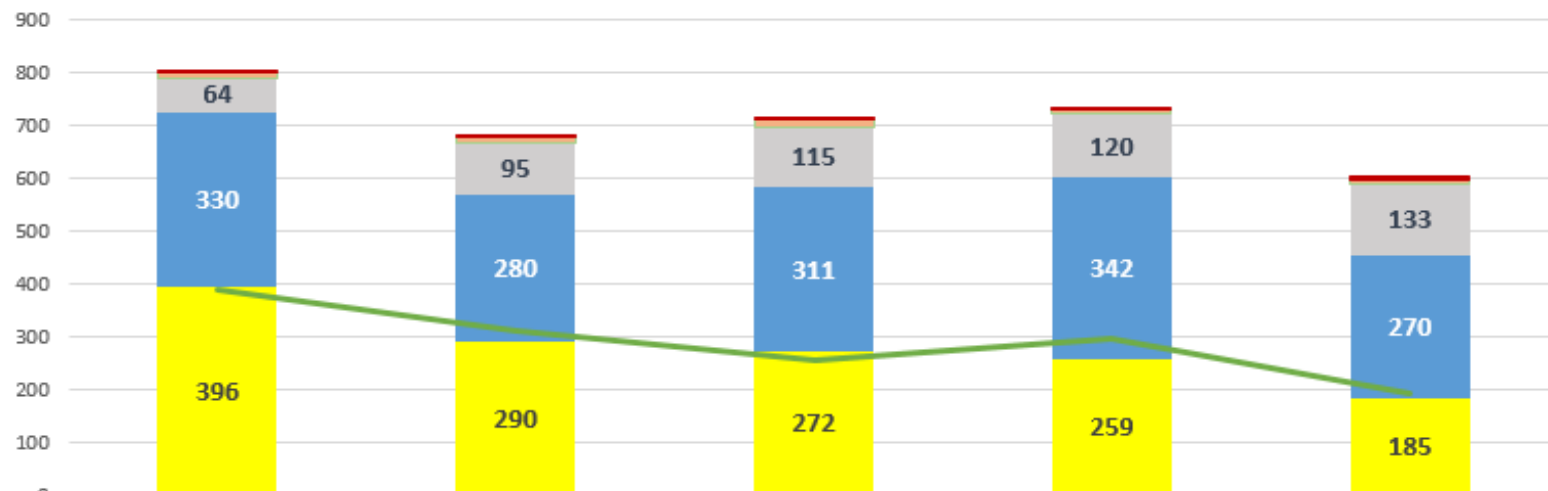
## Category 6

### 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 25 - April 29, 2016



	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
>20 days overdue (Tier 4)	2	1	1	3	5
10 - 19 days overdue (Tier 3)	11	12	12	9	10
1 - 9 days overdue (Tier 2)	64	95	115	120	133
Within SLA (Tier 1)	330	280	311	342	270
Created	396	290	272	259	185
Closed	390	312	255	295	194

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