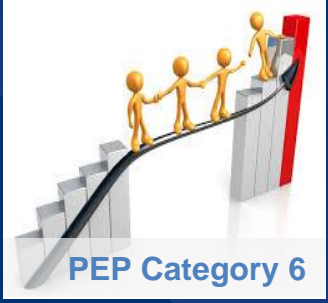




Performance Excellence Program

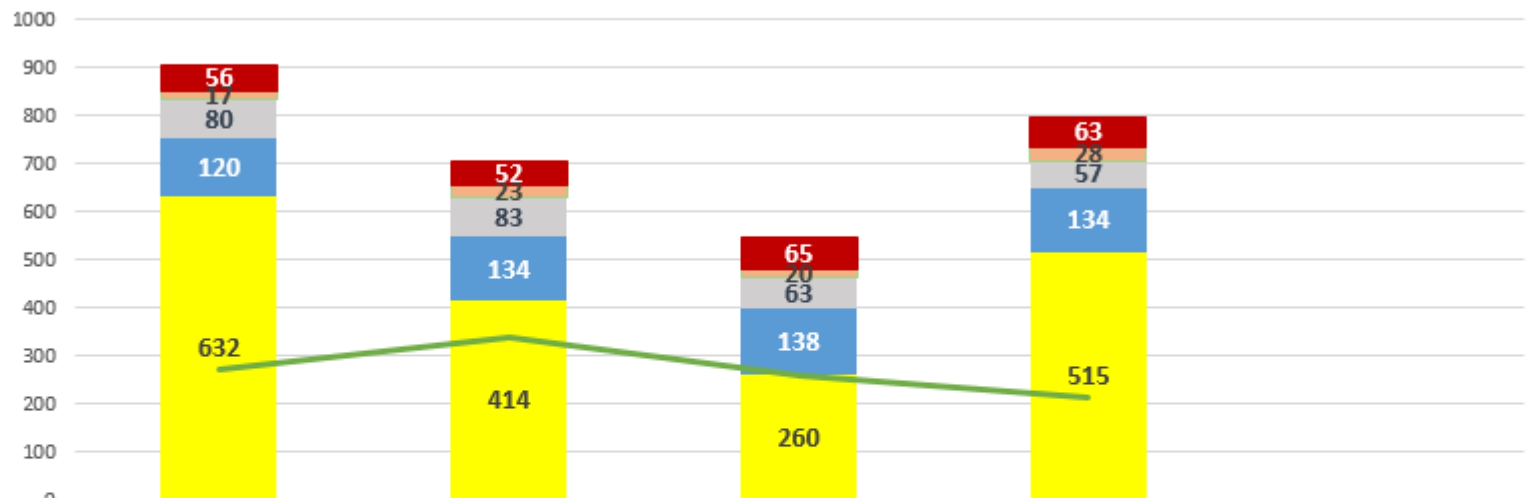
Category 6

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 July 25 - July 29, 2016



	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
>20 days overdue (Tier 4)	56	52	65	63	
10 - 19 days overdue (Tier 3)	17	23	20	28	
1 - 9 days overdue (Tier 2)	80	83	63	57	
Within SLA (Tier 1)	120	134	138	134	
Created	632	414	260	515	
Closed	271	337	257	214	

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