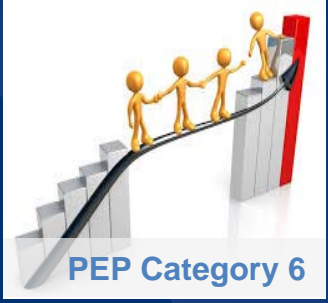




Performance Excellence Program

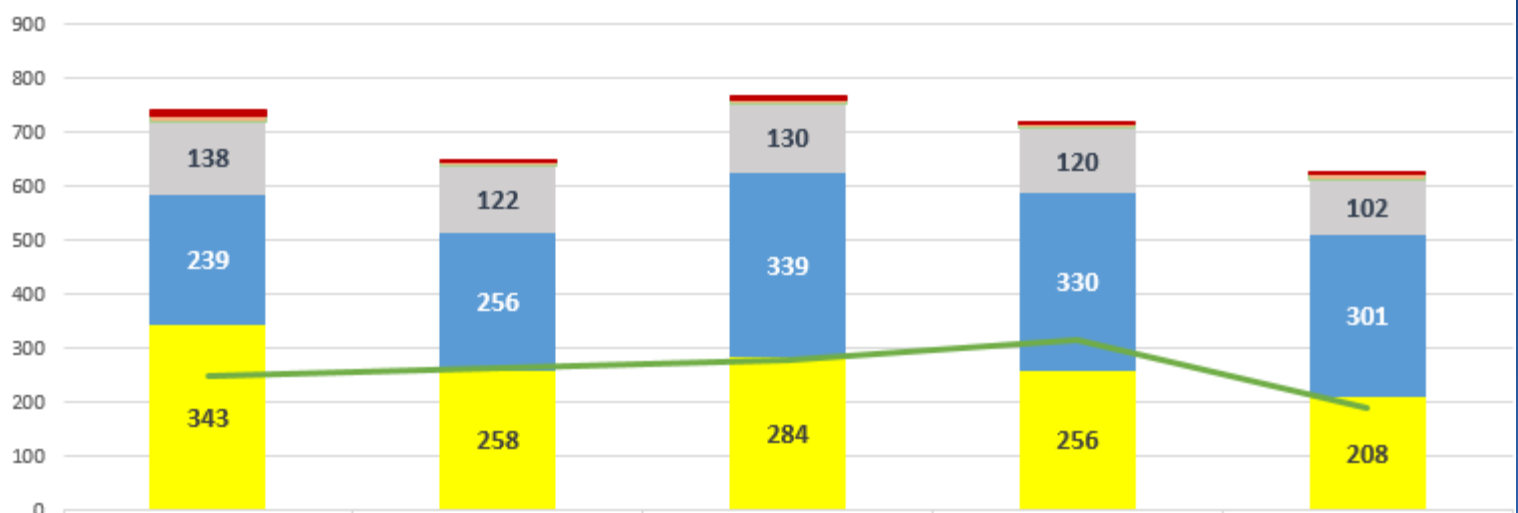
Category 6

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 May 2 - May 6, 2016



	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
>20 days overdue (Tier 4)	9	6	6	2	1
10 - 19 days overdue (Tier 3)	11	8	7	8	13
1 - 9 days overdue (Tier 2)	138	122	130	120	102
Within SLA (Tier 1)	239	256	339	330	301
Created	343	258	284	256	208
Closed	248	262	278	315	189

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