



Performance Excellence Program

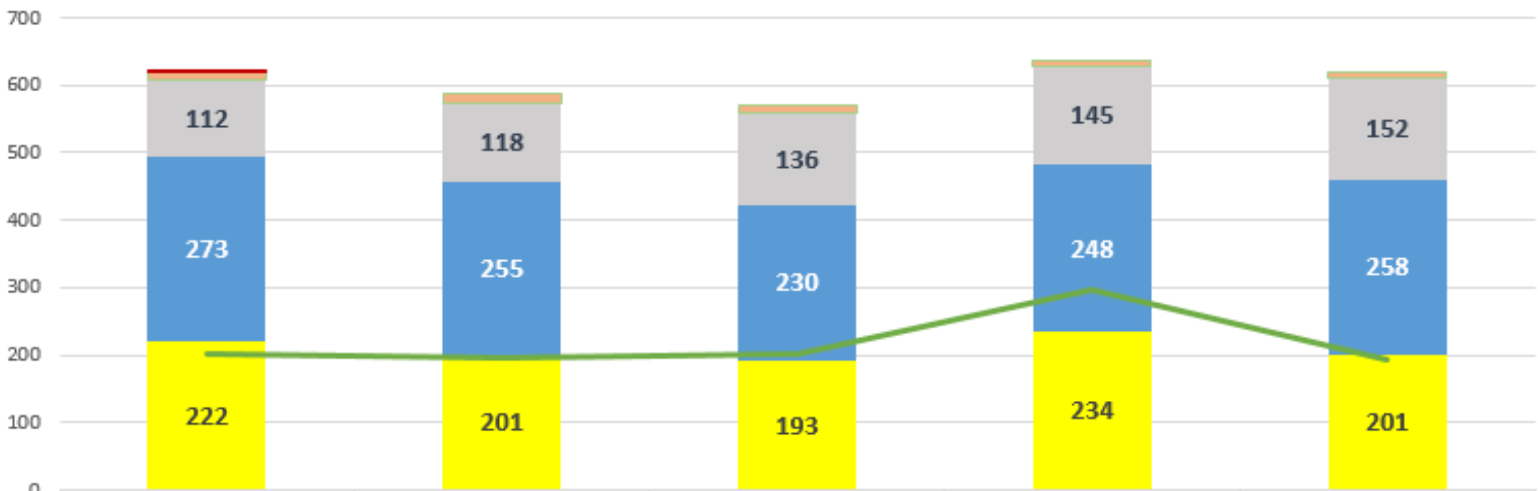
Category 6

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 9 - May 13, 2016



	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
>20 days overdue (Tier 4)	1				
10 - 19 days overdue (Tier 3)	13	14	11	10	8
1 - 9 days overdue (Tier 2)	112	118	136	145	152
Within SLA (Tier 1)	273	255	230	248	258
Created	222	201	193	234	201
Closed	202	195	203	298	194

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