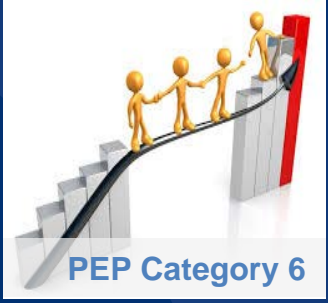




Performance Excellence Program

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 16 - May 20, 2016



	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
>20 days overdue (Tier 4)	1	1	1	2	2
10 - 19 days overdue (Tier 3)	9	11	14	13	17
1 - 9 days overdue (Tier 2)	122	115	95	93	110
Within SLA (Tier 1)	264	271	309	358	316
Created	306	306	241	274	215
Closed	341	288	131	320	227

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