



Performance Excellence Program

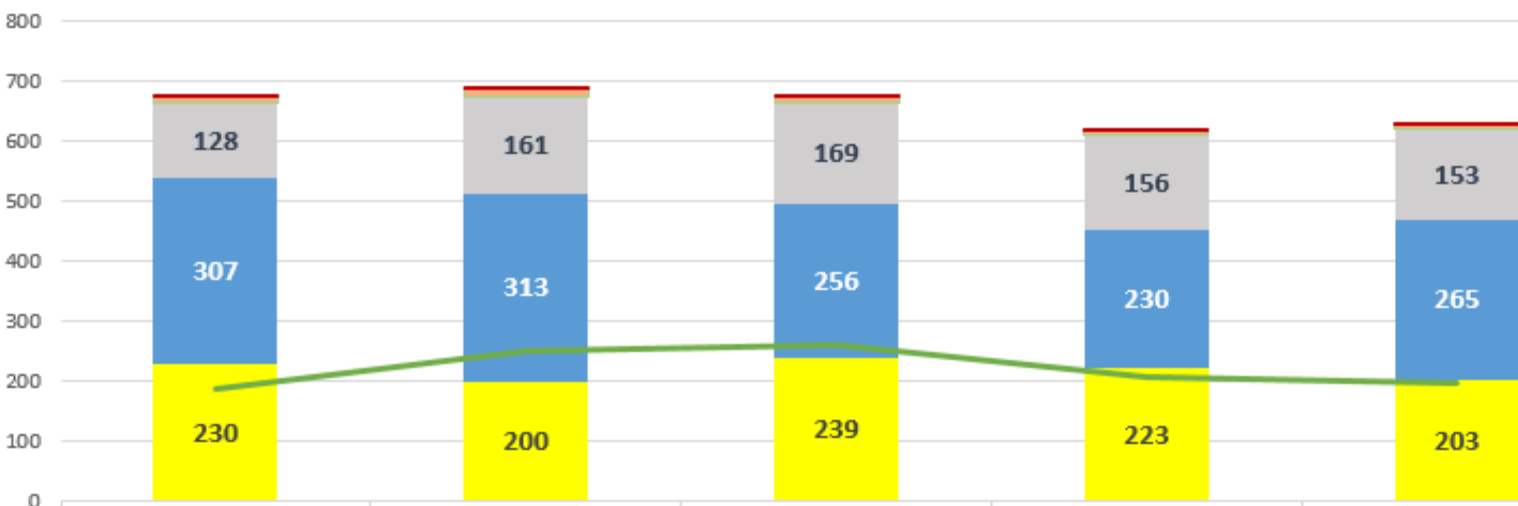
Category 6

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 23 - May 27, 2016



	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
>20 days overdue (Tier 4)	2	2	3	3	1
10 - 19 days overdue (Tier 3)	9	12	9	7	6
1 - 9 days overdue (Tier 2)	128	161	169	156	153
Within SLA (Tier 1)	307	313	256	230	265
Created	230	200	239	223	203
Closed	186	251	260	207	196

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