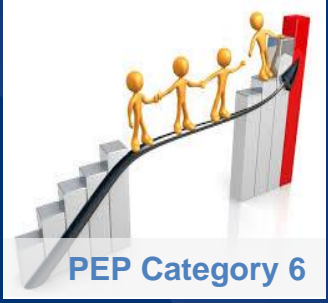




Performance Excellence Program

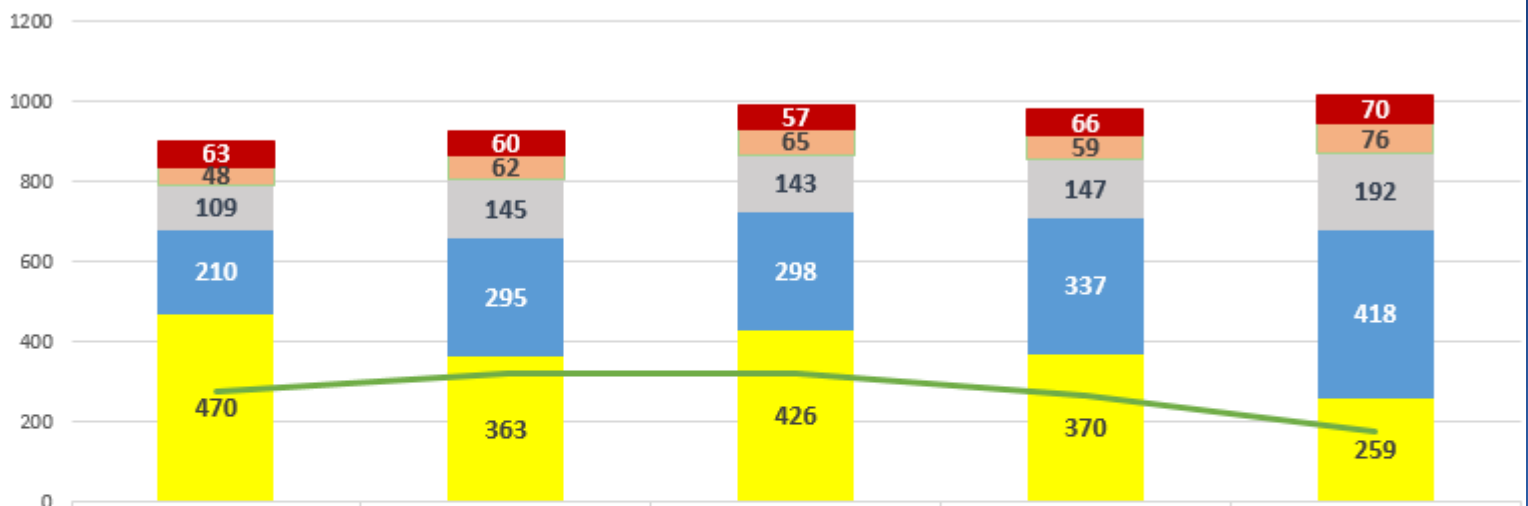
Category 6

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 August 1 - 5, 2016



	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
>20 days overdue (Tier 4)	63	60	57	66	70
10 - 19 days overdue (Tier 3)	48	62	65	59	76
1 - 9 days overdue (Tier 2)	109	145	143	147	192
Within SLA (Tier 1)	210	295	298	337	418
Created	470	363	426	370	259
Closed	276	320	322	263	174

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