



Performance Excellence Program

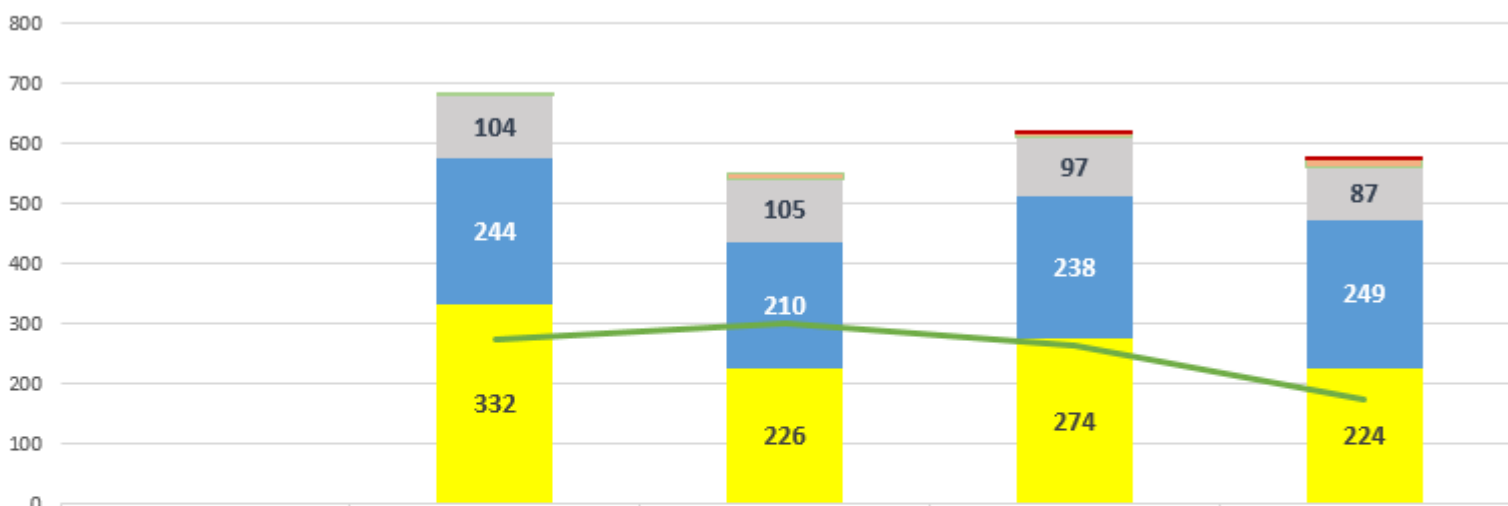
Category 6

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 31 - June 3, 2016



	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
>20 days overdue (Tier 4)				1	1
10 - 19 days overdue (Tier 3)		5	8	7	12
1 - 9 days overdue (Tier 2)		104	105	97	87
Within SLA (Tier 1)		244	210	238	249
Created		332	226	274	224
Closed		274	300	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