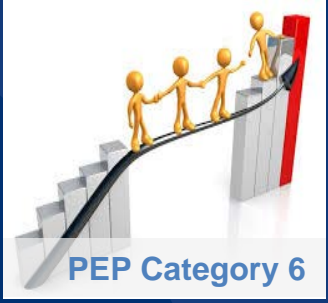




# Performance Excellence Program

## 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 June 6 - June 9, 2016



	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
>20 days overdue (Tier 4)	1	2		1	
10 - 19 days overdue (Tier 3)	10	12	12	10	
1 - 9 days overdue (Tier 2)	80	76	109	111	
Within SLA (Tier 1)	202	165	112	92	
Created	109	139	107	97	
Closed	185	110	168	101	

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