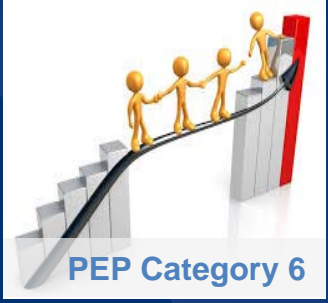




Performance Excellence Program

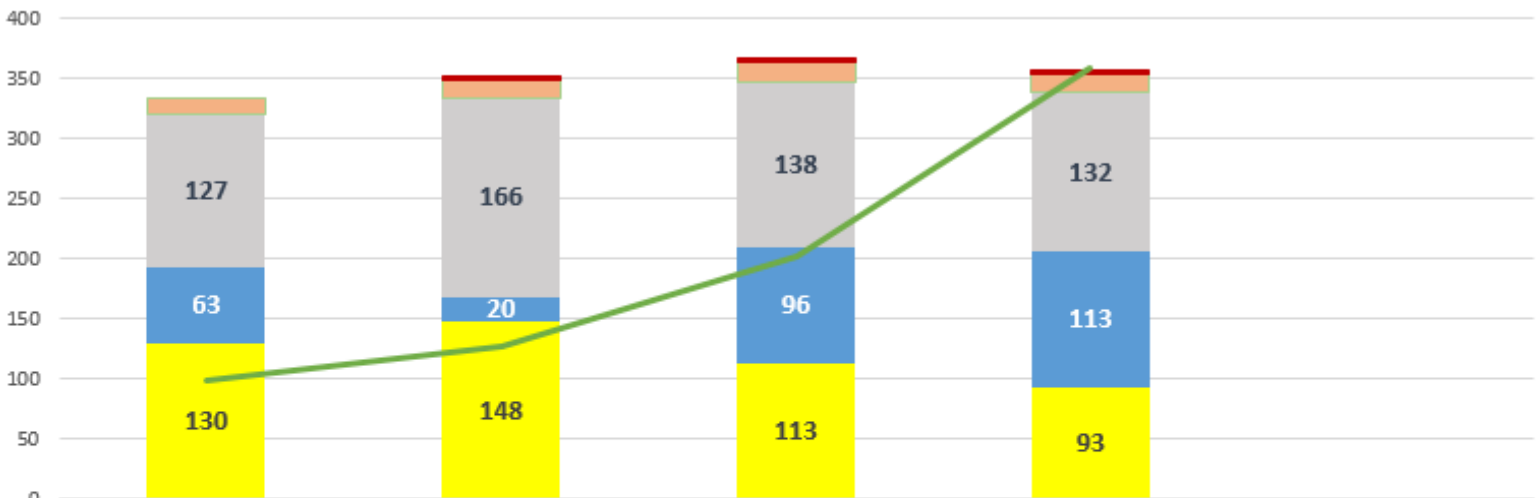
Category 6

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 13 - June 17, 2016



	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
>20 days overdue (Tier 4)		3	2	2	
10 - 19 days overdue (Tier 3)	13	15	17	16	
1 - 9 days overdue (Tier 2)	127	166	138	132	
Within SLA (Tier 1)	63	20	96	113	
Created	130	148	113	93	
Closed	98	126	201	358	

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