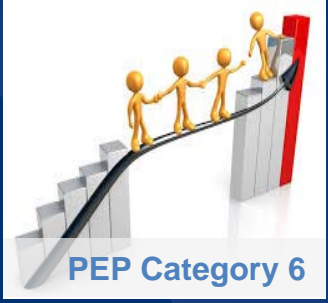




Performance Excellence Program

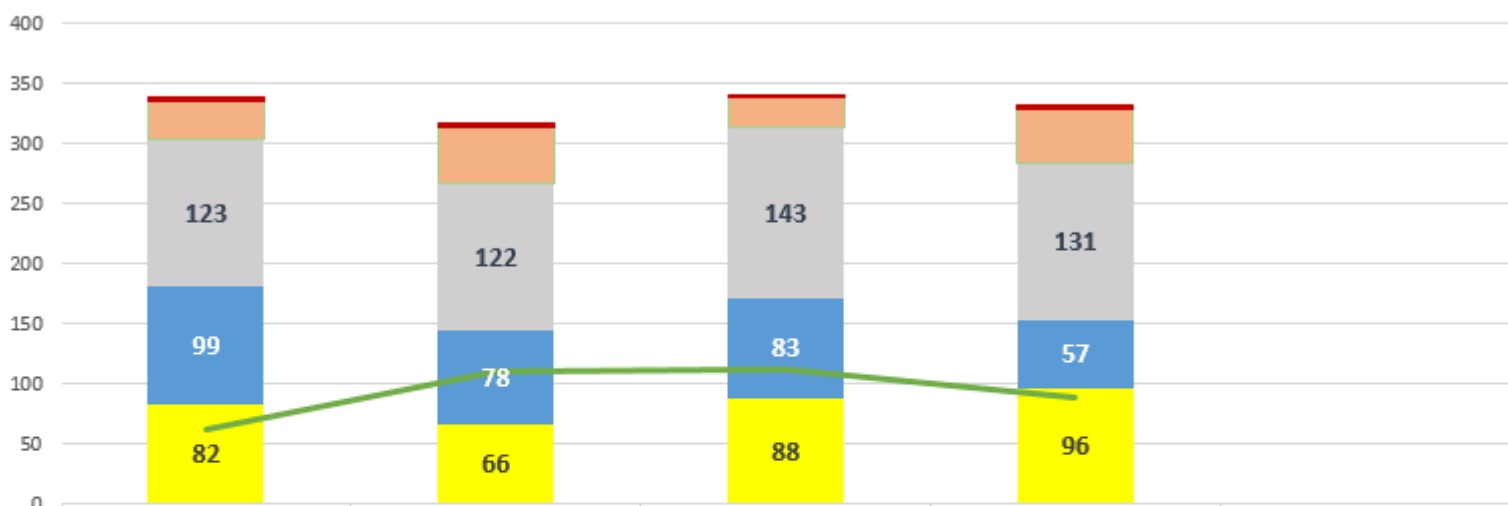
Category 6

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 20 - June 24, 2016



	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
>20 days overdue (Tier 4)	4	3	1	2	
10 - 19 days overdue (Tier 3)	31	47	25	45	
1 - 9 days overdue (Tier 2)	123	122	143	131	
Within SLA (Tier 1)	99	78	83	57	
Created	82	66	88	96	
Closed	61	110	111	88	

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