



# Performance Excellence Program

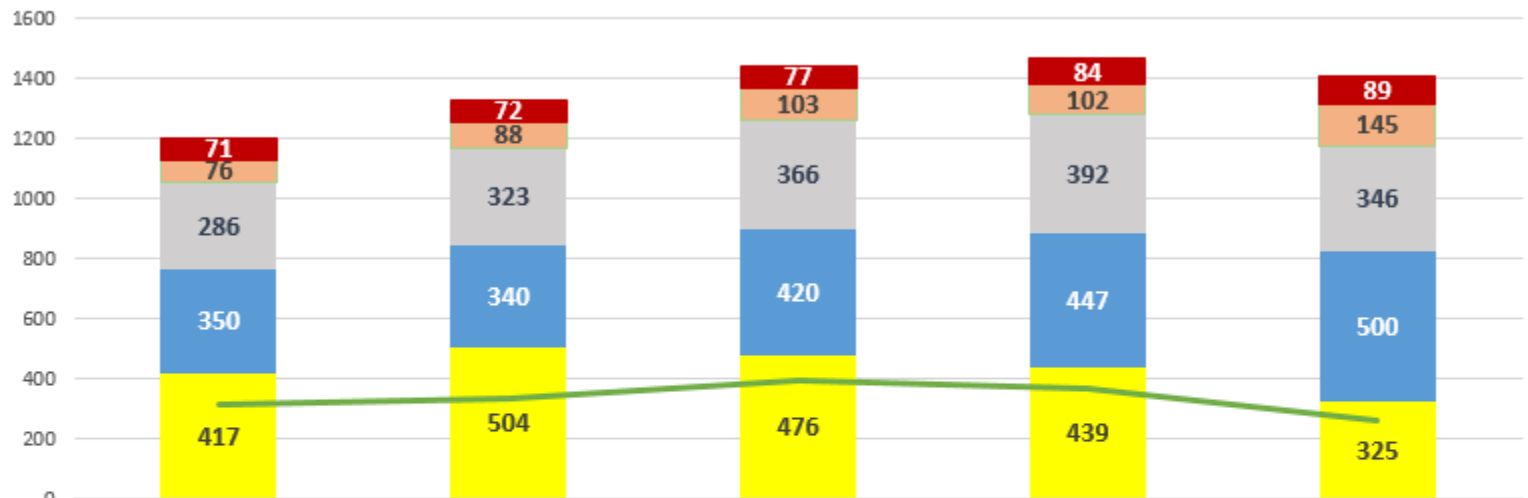
## Category 6

# 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 8 - 12, 2016



	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
>20 days overdue (Tier 4)	71	72	77	84	89
10 - 19 days overdue (Tier 3)	76	88	103	102	145
1 - 9 days overdue (Tier 2)	286	323	366	392	346
Within SLA (Tier 1)	350	340	420	447	500
Created	417	504	476	439	325
Closed	316	331	394	368	260

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