



Performance Excellence Program

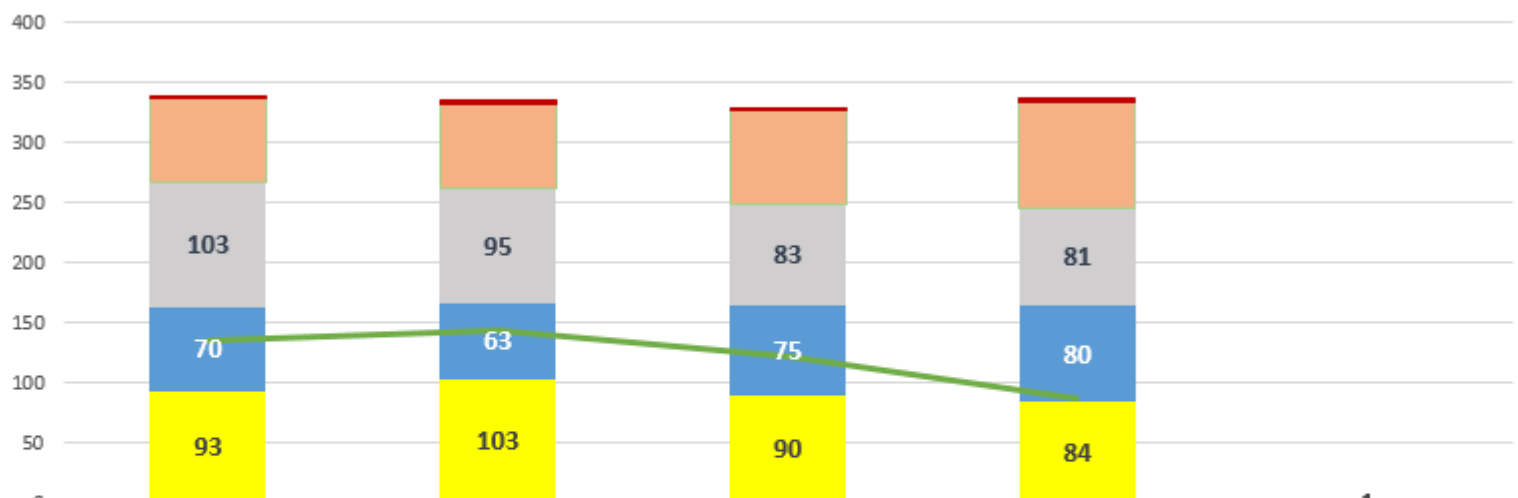
Category 6

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 27 - July 1, 2016



	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
>20 days overdue (Tier 4)	3	3	3	4	
10 - 19 days overdue (Tier 3)	70	71	78	88	
1 - 9 days overdue (Tier 2)	103	95	83	81	
Within SLA (Tier 1)	70	63	75	80	
Created	93	103	90	84	1
Closed	135	144	121	86	

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