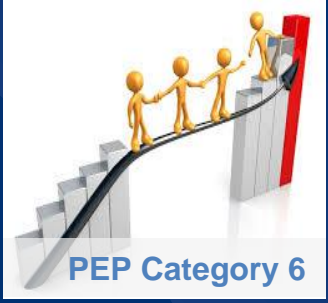




Performance Excellence Program

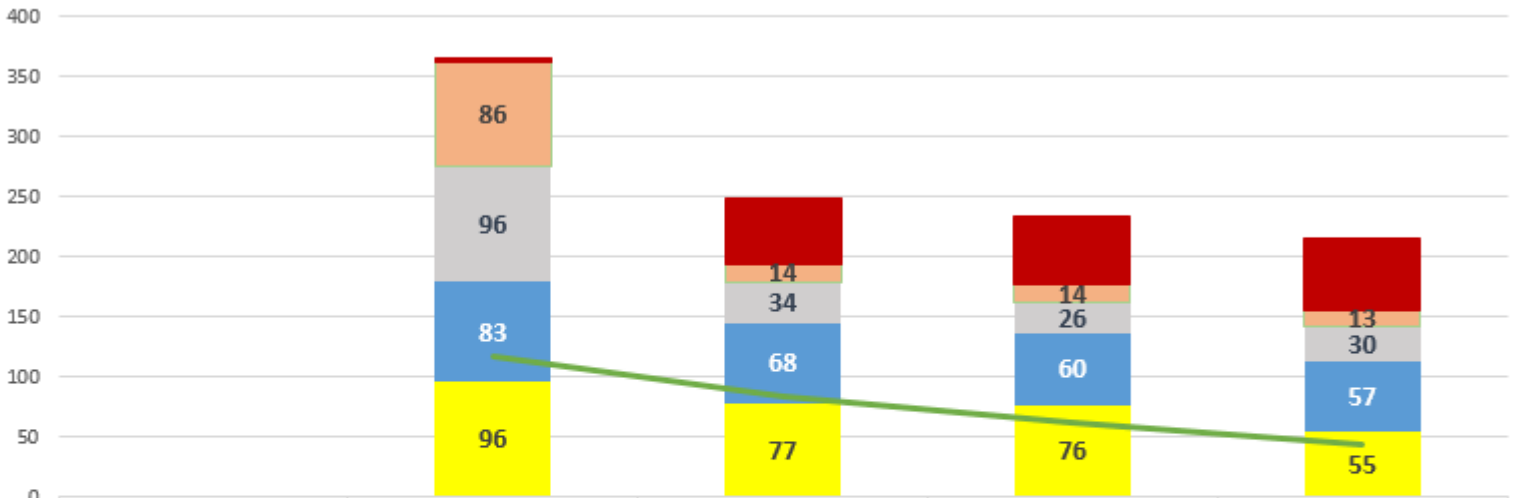
Category 6

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 July 4 - July 8, 2016



	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
>20 days overdue (Tier 4)		4	56	57	60
10 - 19 days overdue (Tier 3)		86	14	14	13
1 - 9 days overdue (Tier 2)		96	34	26	30
Within SLA (Tier 1)		83	68	60	57
Created		96	77	76	55
Closed	117		83	62	43

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