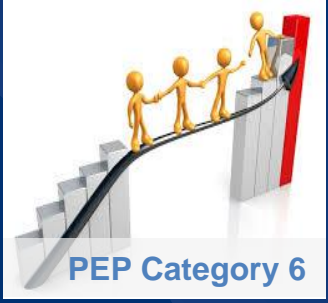




# Performance Excellence Program

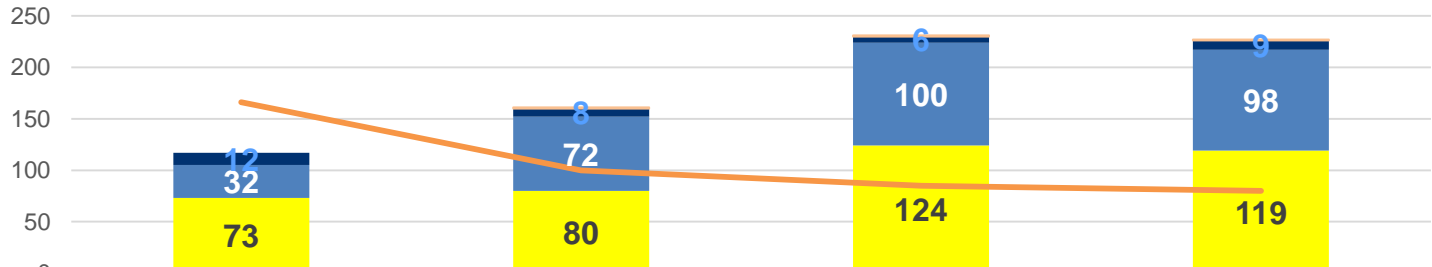
## Category 6

### 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 13 - July 17, 2015



	MONDAY	TUESDAY	WEDNESDAY	THURSDAY
>20 days overdue (Tier 4)				
10 - 19 days overdue (Tier 3)		1	1	1
1 - 9 days overdue (Tier 2)	12	8	6	9
Within SLA (Tier 1)	32	72	100	98
Created	73	80	124	119
Closed	166	100	85	80

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