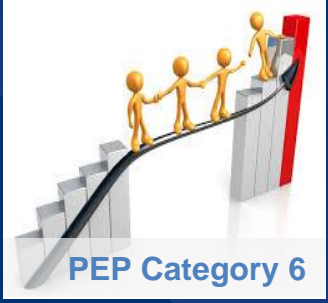




# Performance Excellence Program

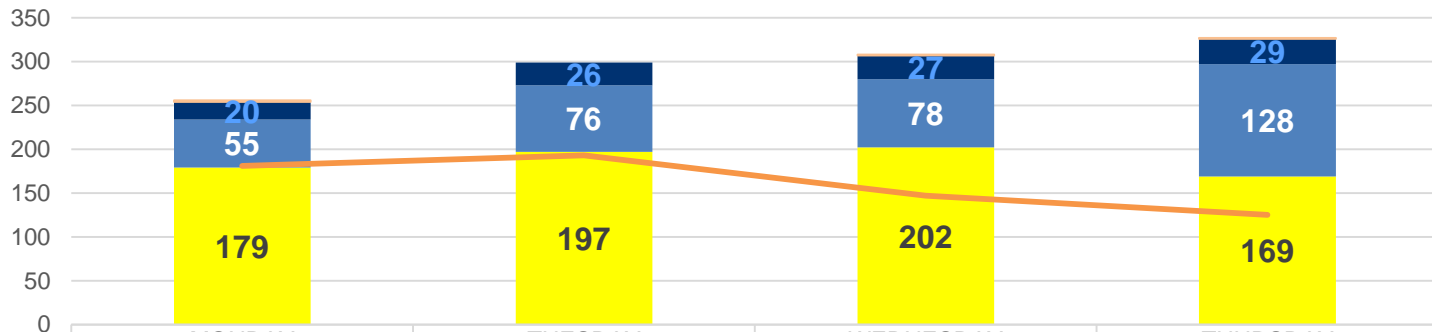
## Category 6

# 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 27 - July 30, 2015



	MONDAY	TUESDAY	WEDNESDAY	THURSDAY
>20 days overdue (Tier 4)	0	0	0	0
10 - 19 days overdue (Tier 3)	2	0	1	1
1 - 9 days overdue (Tier 2)	20	26	27	29
Within SLA (Tier 1)	55	76	78	128
Created	179	197	202	169
Closed	181	193	147	125

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