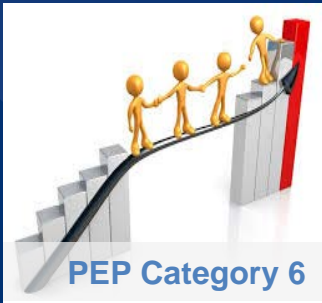




Performance Excellence Program

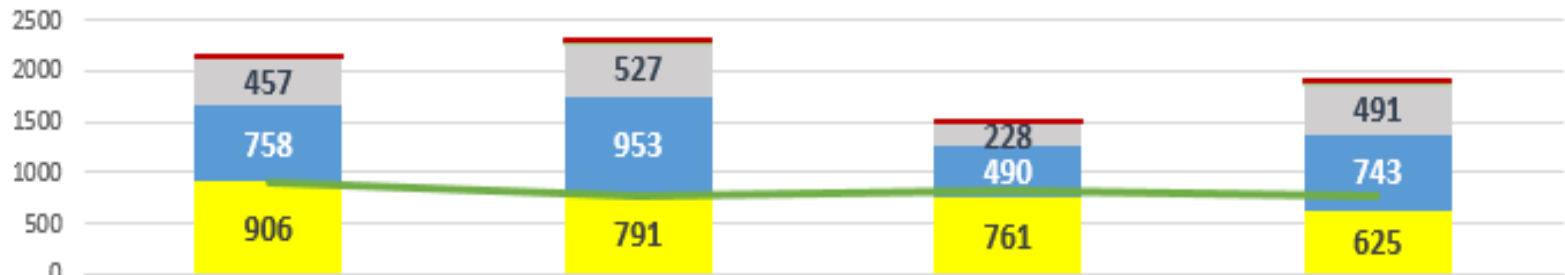
Category 6

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 31 - September 4, 2015



	MONDAY	TUESDAY	WEDNESDAY	THURSDAY
>20 days overdue (Tier 4)	6	6	6	5
10 - 19 days overdue (Tier 3)	12	15	8	20
1 - 9 days overdue (Tier 2)	457	527	228	491
Within SLA (Tier 1)	758	953	490	743
Created	906	791	761	625
Closed	899	778	809	781

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