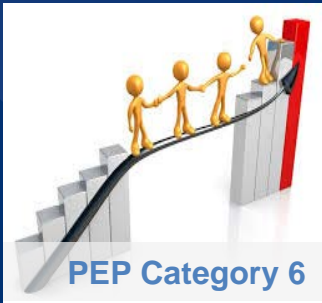




Performance Excellence Program

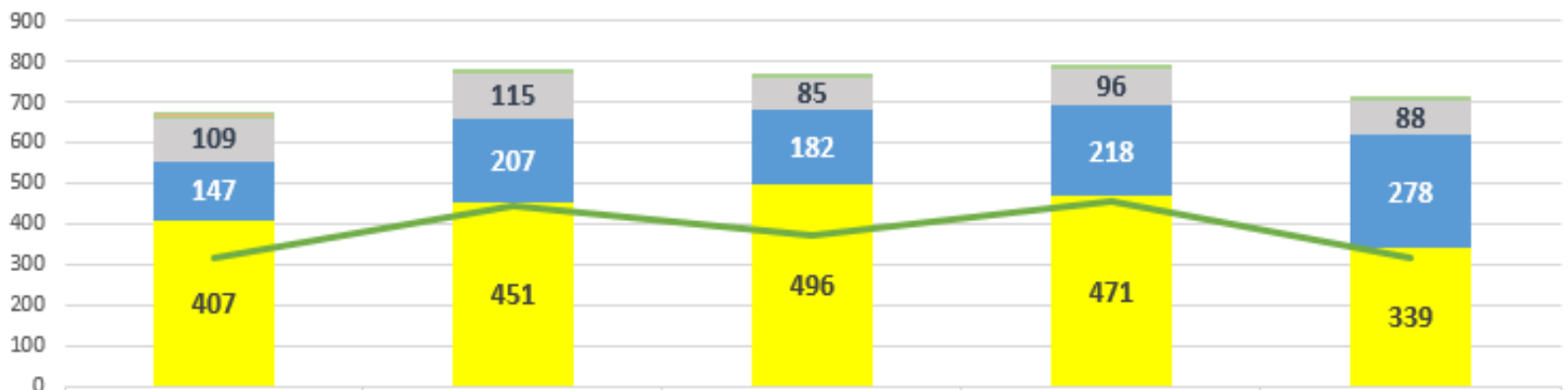
Category 6

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 10 - August 14, 2015



	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
>20 days overdue (Tier 4)	0	0	0	0	0
10 - 19 days overdue (Tier 3)	9	7	6	6	6
1 - 9 days overdue (Tier 2)	109	115	85	96	88
Within SLA (Tier 1)	147	207	182	218	278
Created	407	451	496	471	339
Closed	316	443	371	456	316

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