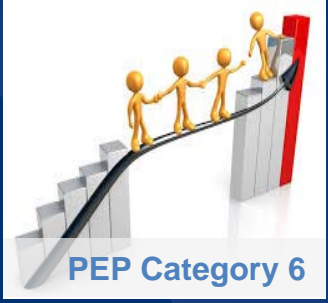




Performance Excellence Program

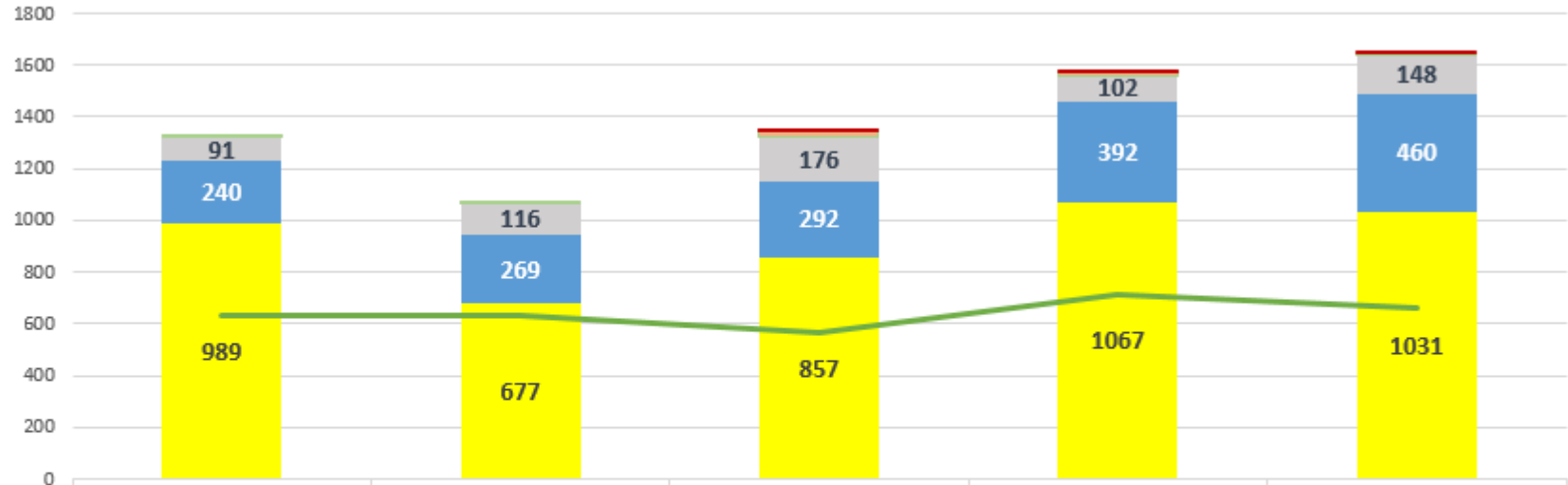
Category 6

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 17 - August 21, 2015



	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
>20 days overdue (Tier 4)	0	0	2	3	1
10 - 19 days overdue (Tier 3)	10	12	16	9	8
1 - 9 days overdue (Tier 2)	91	116	176	102	148
Within SLA (Tier 1)	240	269	292	392	460
Created	989	677	857	1067	1031
Closed	630	634	569	716	660

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