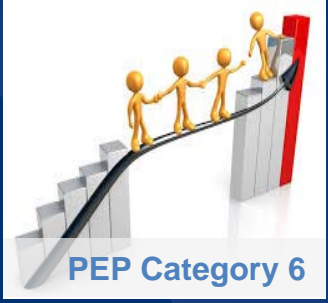




Performance Excellence Program

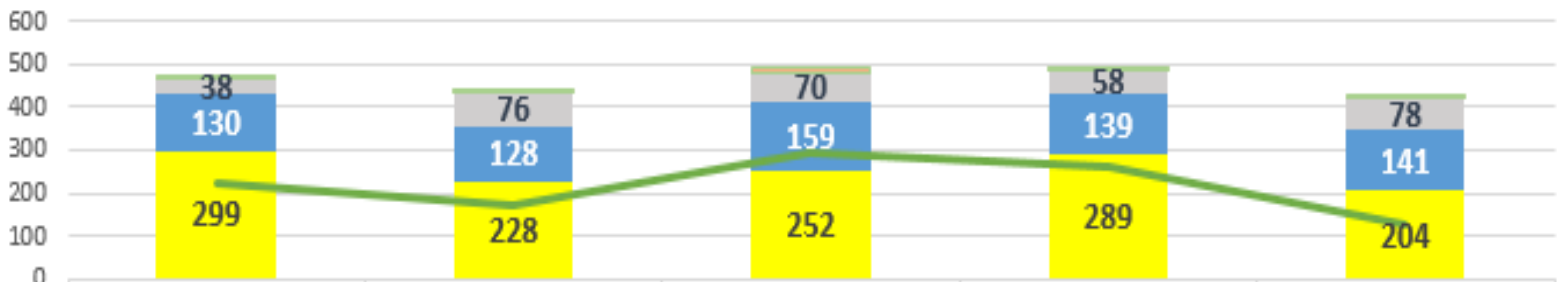
Category 6

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 3 - August 7, 2015



	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
>20 days overdue (Tier 4)	0	0	0	0	0
10 - 19 days overdue (Tier 3)	3	8	8	6	7
1 - 9 days overdue (Tier 2)	38	76	70	58	78
Within SLA (Tier 1)	130	128	159	139	141
Created	299	228	252	289	204
Closed	222	174	296	260	124

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