



Performance Excellence Program

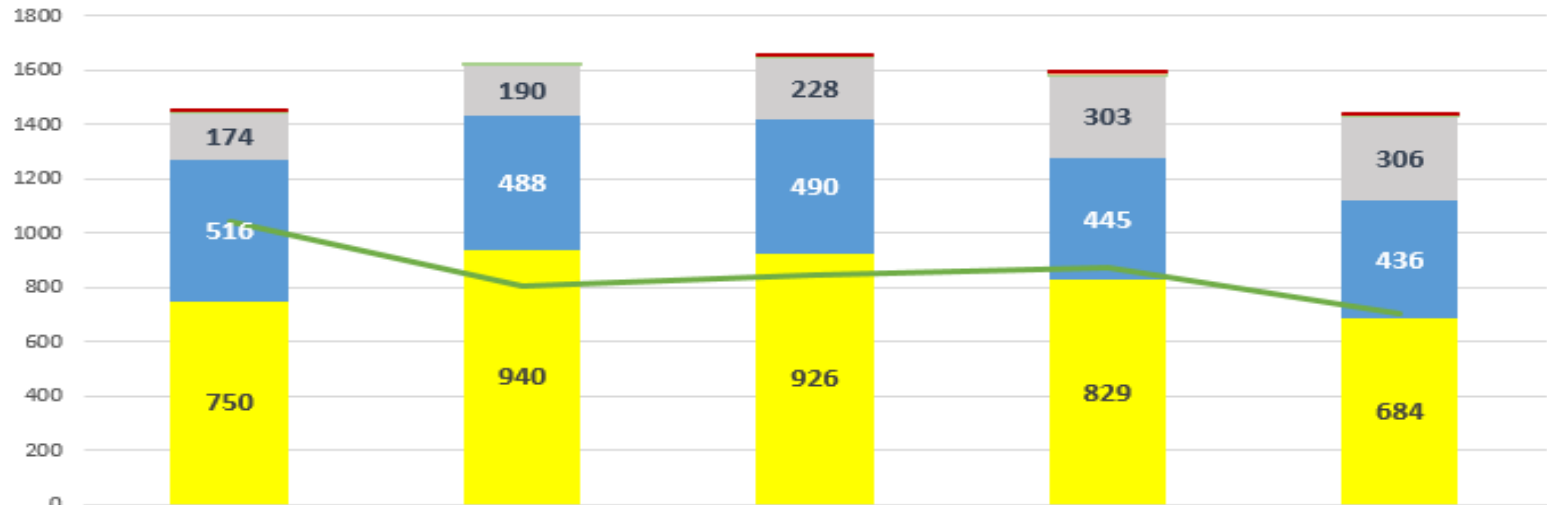
Category 6

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 24 - August 28, 2015



	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
>20 days overdue (Tier 4)	1	0	6	10	6
10 - 19 days overdue (Tier 3)	11	9	8	12	11
1 - 9 days overdue (Tier 2)	174	190	228	303	306
Within SLA (Tier 1)	516	488	490	445	436
Created	750	940	926	829	684
Closed	1040	808	844	873	702

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