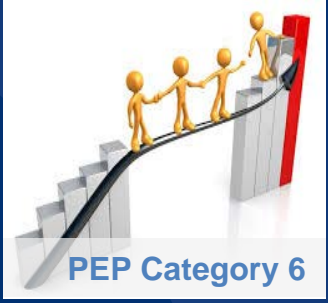




Performance Excellence Program

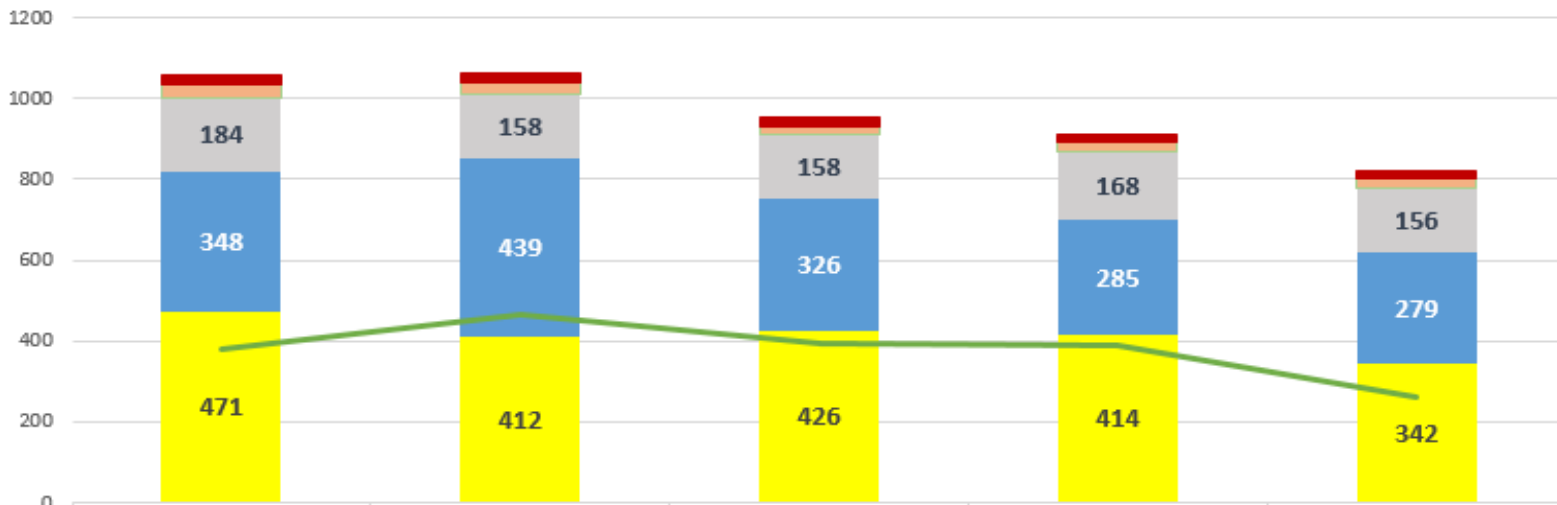
Category 6

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 October 5 - 9, 2015



	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
>20 days overdue (Tier 4)	21	23	20	20	19
10 - 19 days overdue (Tier 3)	32	29	22	26	27
1 - 9 days overdue (Tier 2)	184	158	158	168	156
Within SLA (Tier 1)	348	439	326	285	279
Created	471	412	426	414	342
Closed	382	464	394	387	260

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