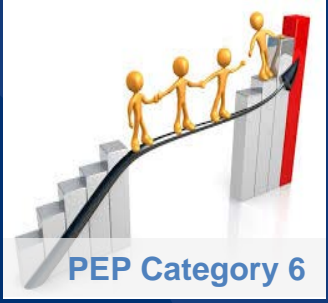




Performance Excellence Program

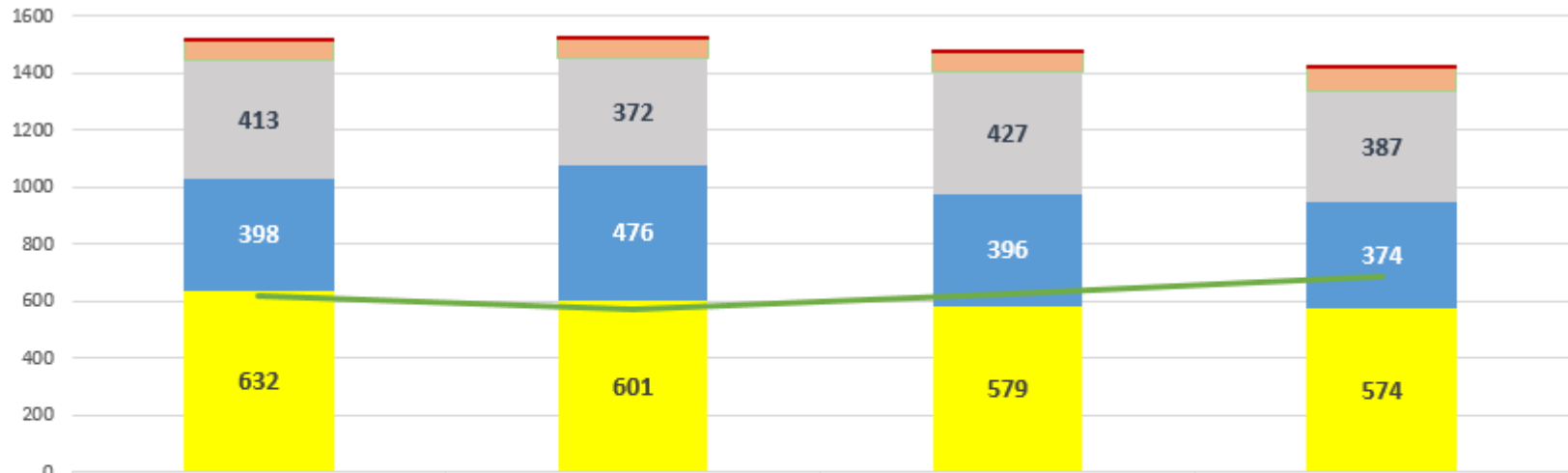
Category 6

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 September 14 - 18, 2015



	MONDAY	TUESDAY	WEDNESDAY	THURSDAY
>20 days overdue (Tier 4)	3	3	7	6
10 - 19 days overdue (Tier 3)	69	68	68	84
1 - 9 days overdue (Tier 2)	413	372	427	387
Within SLA (Tier 1)	398	476	396	374
Created	632	601	579	574
Closed	615	571	626	686

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