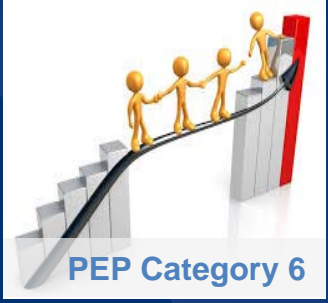




Performance Excellence Program

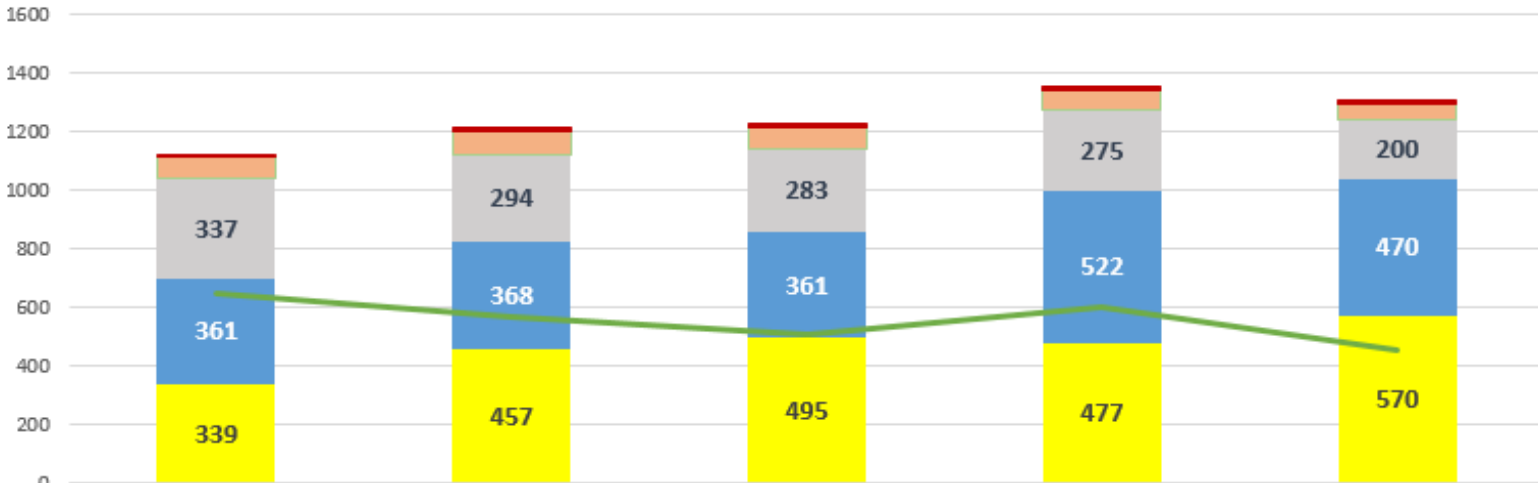
Category 6

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 21 - 25, 2015



	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
>20 days overdue (Tier 4)	6	13	13	15	13
10 - 19 days overdue (Tier 3)	75	81	75	63	52
1 - 9 days overdue (Tier 2)	337	294	283	275	200
Within SLA (Tier 1)	361	368	361	522	470
Created	339	457	495	477	570
Closed	648	570	509	600	451

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