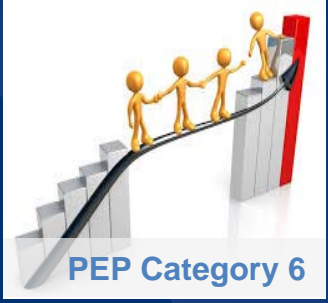




Performance Excellence Program

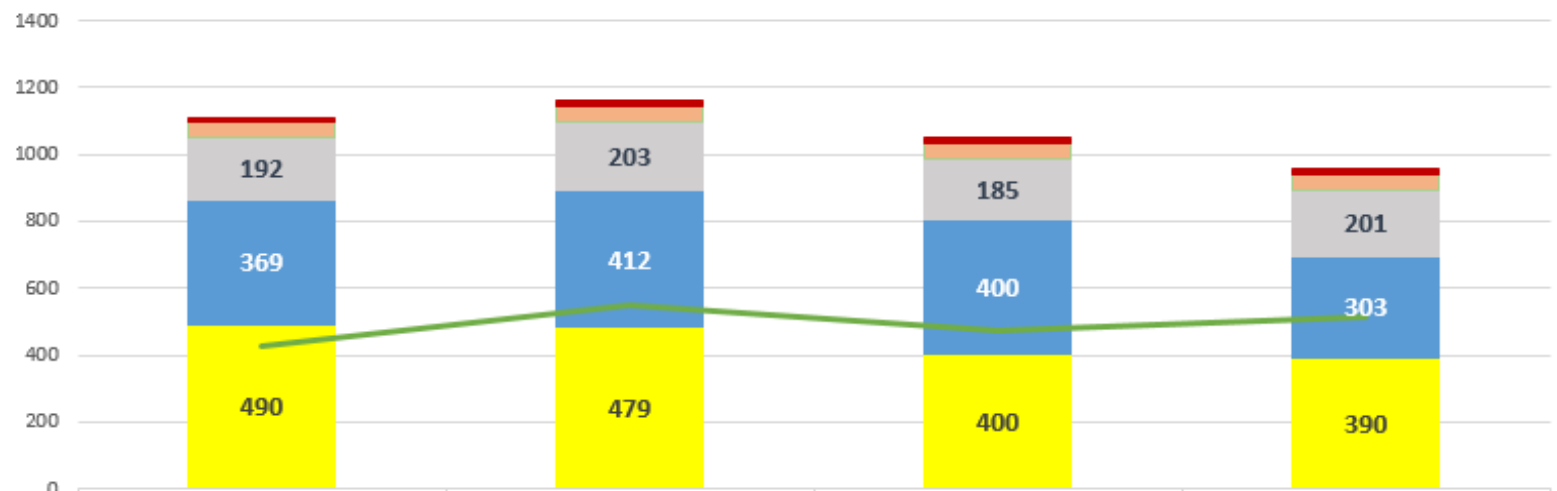
Category 6

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 28 - October 2, 2015



	MONDAY	TUESDAY	WEDNESDAY	THURSDAY
>20 days overdue (Tier 4)	14	18	18	19
10 - 19 days overdue (Tier 3)	45	49	48	44
1 - 9 days overdue (Tier 2)	192	203	185	201
Within SLA (Tier 1)	369	412	400	303
Created	490	479	400	390
Closed	427	548	474	513

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