



# Performance Excellence Program

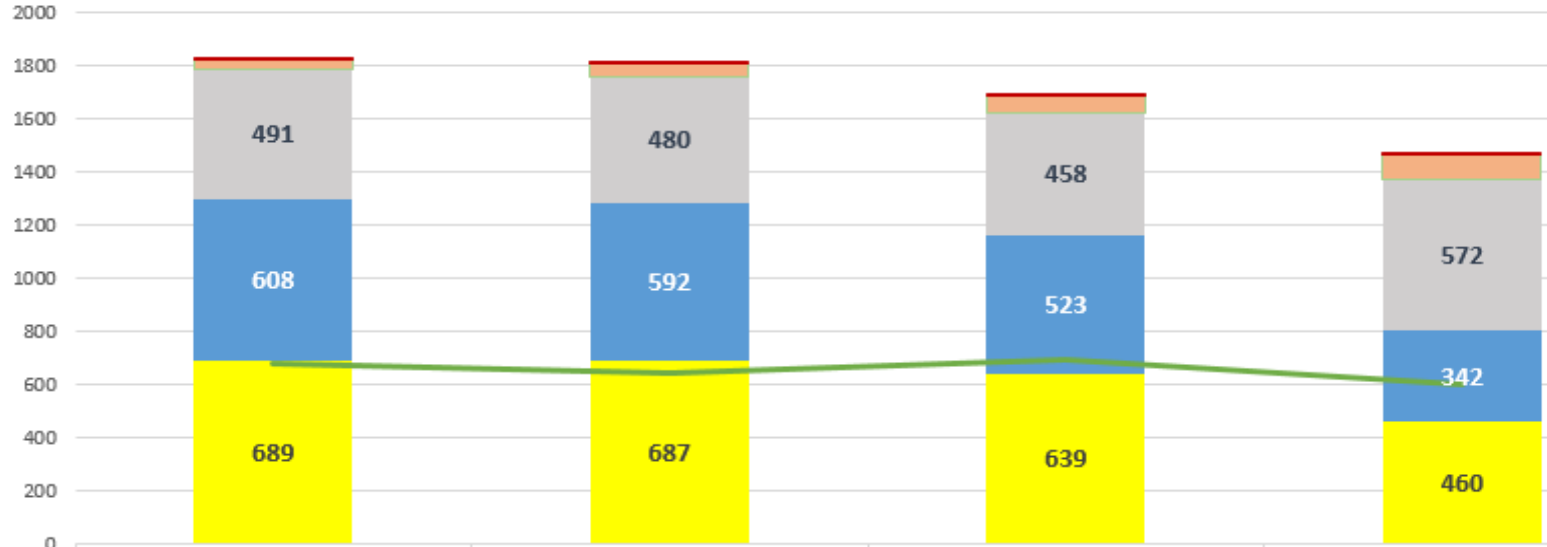
## Category 6

# 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 7 - 11, 2015



<span style="color: red;">■</span> >20 days overdue (Tier 4)	5	4	3	4
<span style="color: orange;">■</span> 10 - 19 days overdue (Tier 3)	32	49	65	89
<span style="color: grey;">■</span> 1 - 9 days overdue (Tier 2)	491	480	458	572
<span style="color: blue;">■</span> Within SLA (Tier 1)	608	592	523	342
<span style="color: yellow;">■</span> Created	689	687	639	460
<span style="color: green;">■</span> Closed	682	641	690	600

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