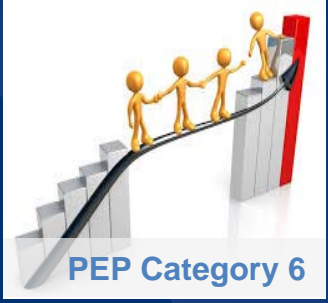




# Performance Excellence Program

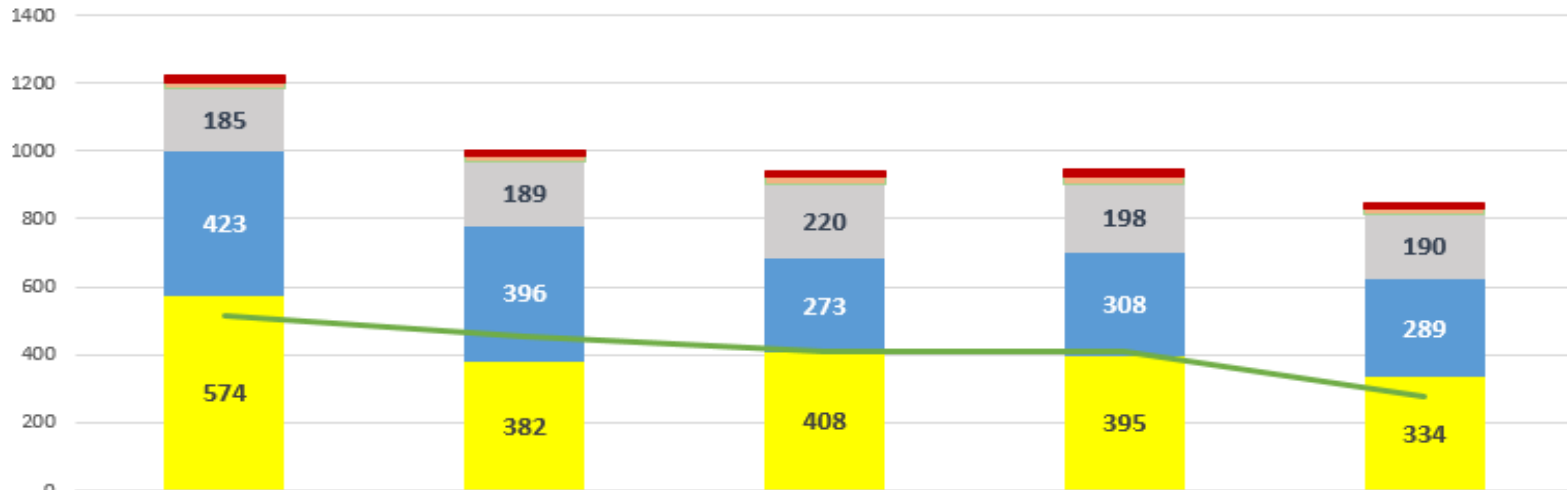
## Category 6

### 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 19-23, 2015



	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
>20 days overdue (Tier 4)	19	19	18	18	18
10 - 19 days overdue (Tier 3)	21	18	21	25	18
1 - 9 days overdue (Tier 2)	185	189	220	198	190
Within SLA (Tier 1)	423	396	273	308	289
Created	574	382	408	395	334
Closed	513	456	411	409	277

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