



Performance Excellence Program

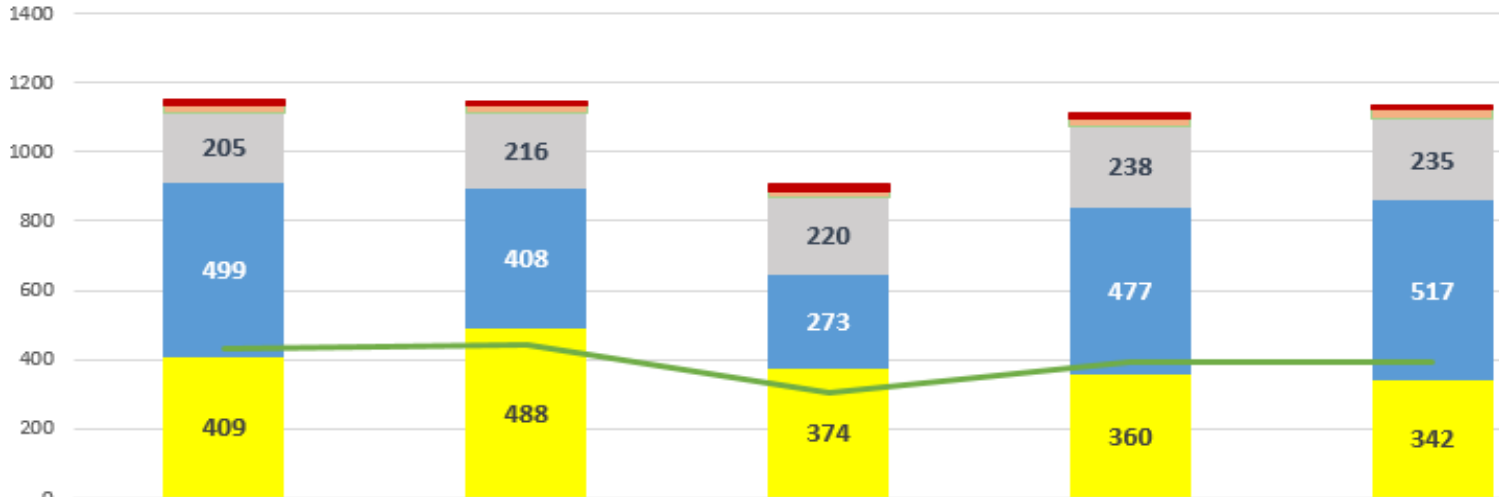
Category 6

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 26-30, 2015



	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
>20 days overdue (Tier 4)	17	14	18	15	14
10 - 19 days overdue (Tier 3)	22	22	21	21	27
1 - 9 days overdue (Tier 2)	205	216	220	238	235
Within SLA (Tier 1)	499	408	273	477	517
Created	409	488	374	360	342
Closed	431	444	307	395	393

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