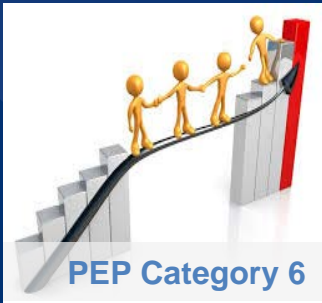




Performance Excellence Program

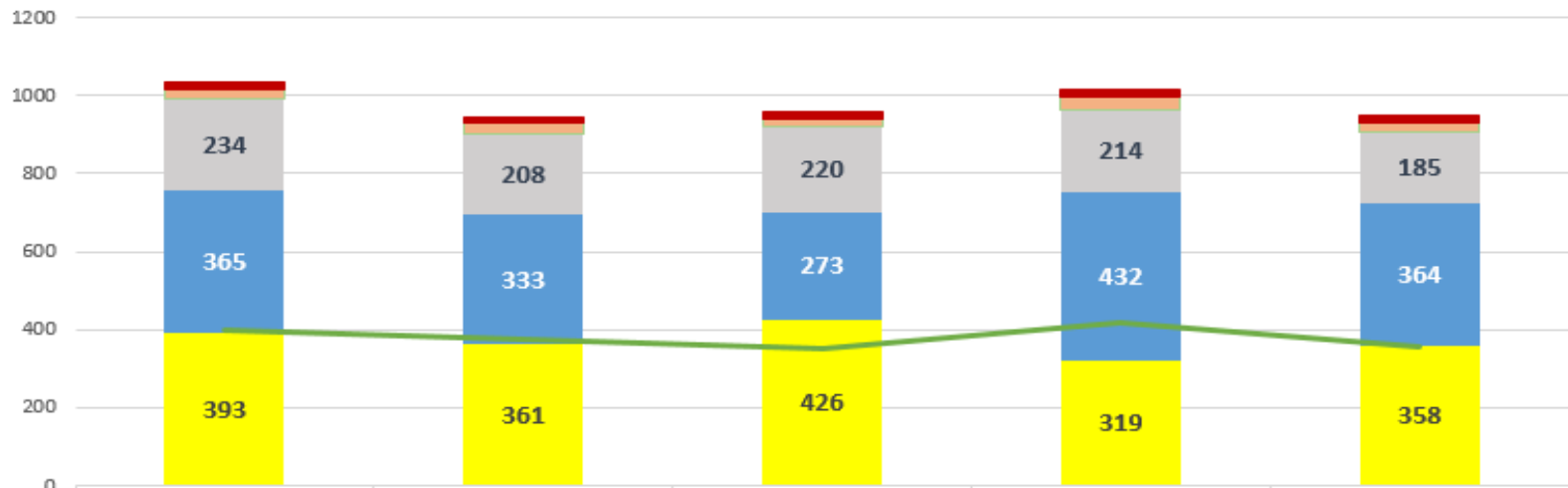
Category 6

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 November 2 - 6, 2015



	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
>20 days overdue (Tier 4)	16	13	18	16	16
10 - 19 days overdue (Tier 3)	25	27	21	32	25
1 - 9 days overdue (Tier 2)	234	208	220	214	185
Within SLA (Tier 1)	365	333	273	432	364
Created	393	361	426	319	358
Closed	400	377	352	416	357

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