



Performance Excellence Program

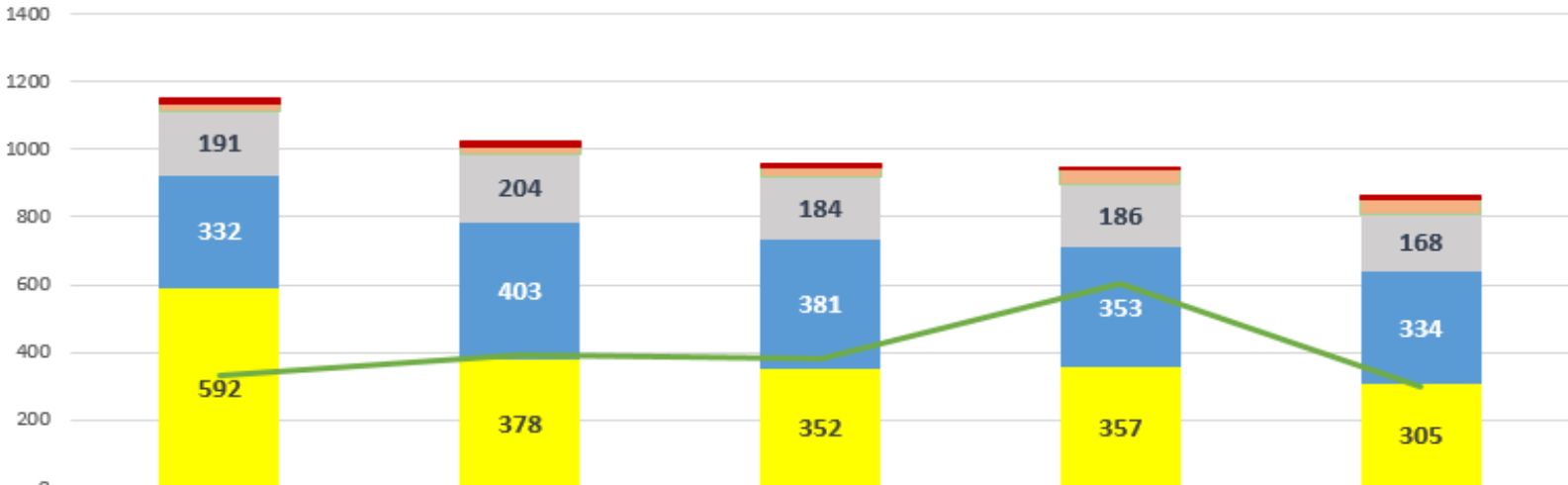
Category 6

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 9-13, 2015



	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
>20 days overdue (Tier 4)	15	13	12	10	12
10 - 19 days overdue (Tier 3)	22	25	30	43	44
1 - 9 days overdue (Tier 2)	191	204	184	186	168
Within SLA (Tier 1)	332	403	381	353	334
Created	592	378	352	357	305
Closed	332	395	381	606	300

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