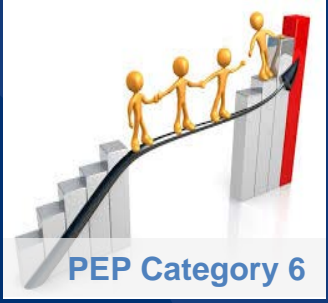




Performance Excellence Program

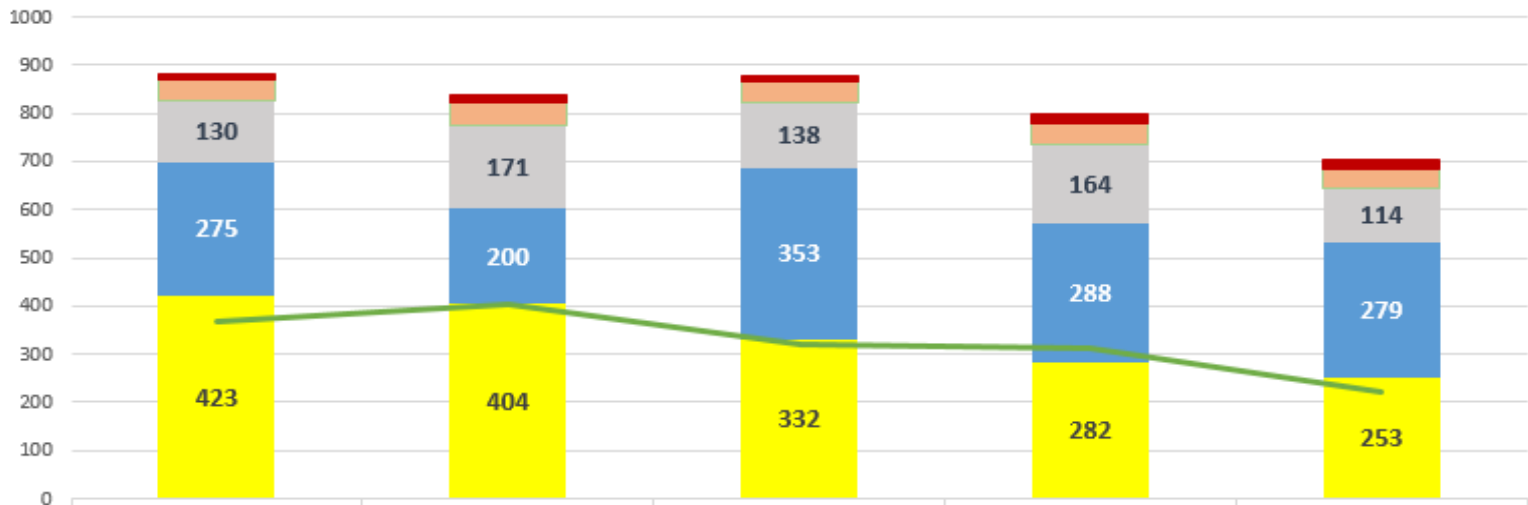
Category 6

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 29 - December 4, 2015



	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
>20 days overdue (Tier 4)	11	16	12	20	17
10 - 19 days overdue (Tier 3)	42	47	43	43	39
1 - 9 days overdue (Tier 2)	130	171	138	164	114
Within SLA (Tier 1)	275	200	353	288	279
Created	423	404	332	282	253
Closed	366	402	319	312	222

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