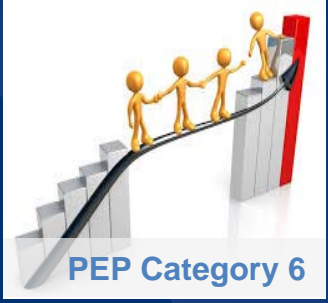




# Performance Excellence Program

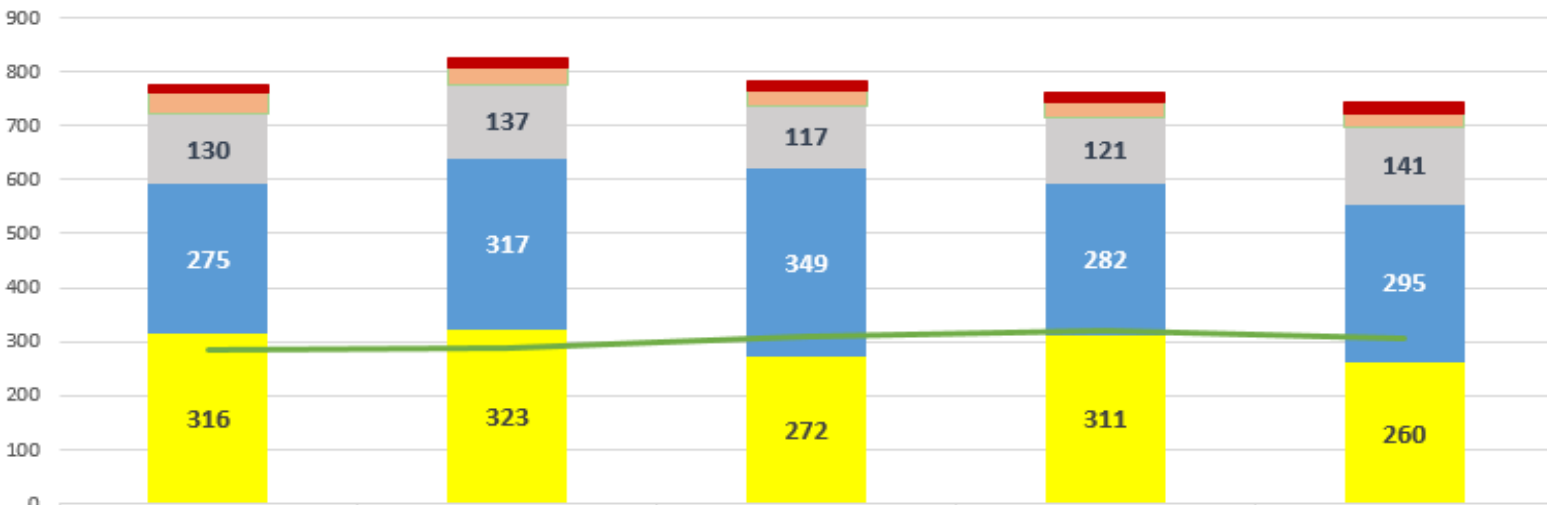
## Category 6

### 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 December 7 - 11, 2015



	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
>20 days overdue (Tier 4)	11	19	18	17	21
10 - 19 days overdue (Tier 3)	42	29	27	30	27
1 - 9 days overdue (Tier 2)	130	137	117	121	141
Within SLA (Tier 1)	275	317	349	282	295
Created	316	323	272	311	260
Closed	286	288	310	322	305

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