



# Performance Excellence Program

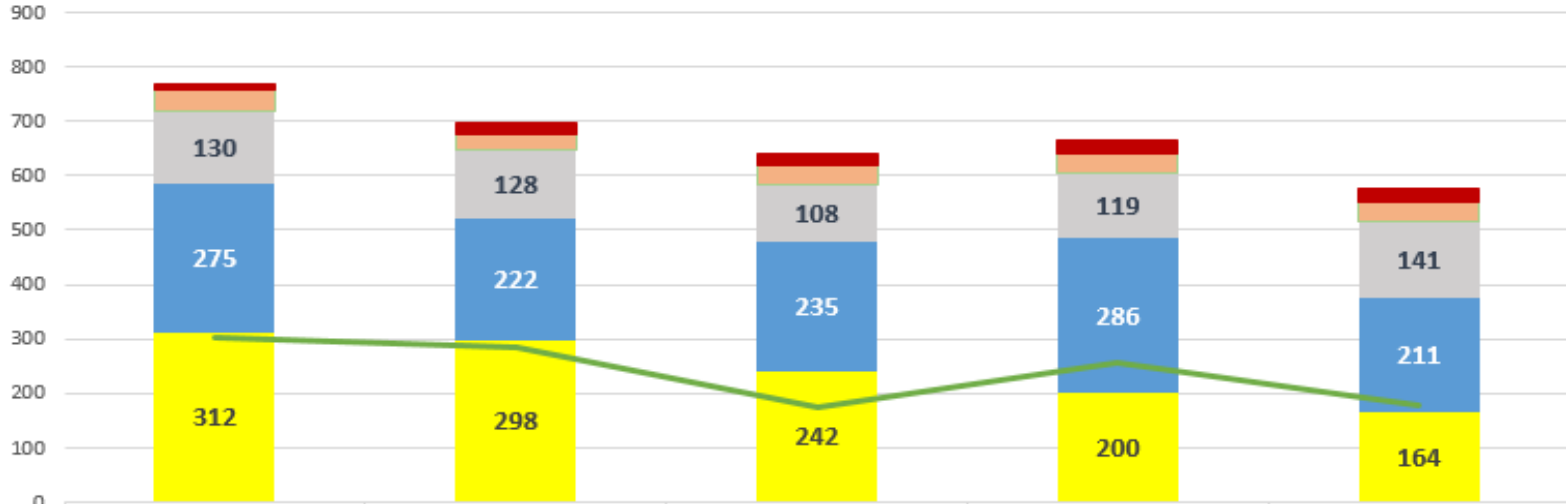
## Category 6

# 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 14 - 18, 2015



	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
>20 days overdue (Tier 4)	11	24	23	24	23
10 - 19 days overdue (Tier 3)	42	27	34	36	36
1 - 9 days overdue (Tier 2)	130	128	108	119	141
Within SLA (Tier 1)	275	222	235	286	211
Created	312	298	242	200	164
Closed	301	285	173	256	177

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