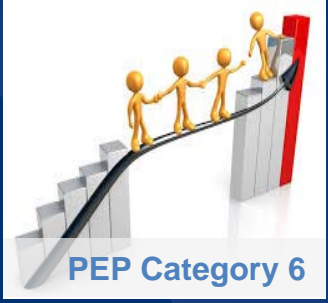




# Performance Excellence Program

## 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 January 25 - 29, 2016



	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
>20 days overdue (Tier 4)	29	28	30	33	36
10 - 19 days overdue (Tier 3)	33	29	29	27	29
1 - 9 days overdue (Tier 2)	102	101	118	148	140
Within SLA (Tier 1)	285	272	266	302	223
Created	349	266	323	351	280
Closed	335	282	220	365	213

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