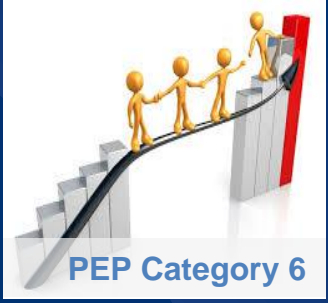




Performance Excellence Program

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 September 19-23, 2016



	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
>12 days overdue (Tier 4)	802	696	680	691	627
6 - 11 days overdue (Tier 3)	609	574	537	504	434
1 - 5 days overdue (Tier 2)	734	715	649	643	641
Within SLA (Tier 1)	530	504	441	345	419
Created	530	480	429	437	369
Closed	673	631	369	693	459

Created Within SLA (Tier 1) 1 - 5 days overdue (Tier 2) 6 - 11 days overdue (Tier 3) >12 days overdue (Tier 4) Closed