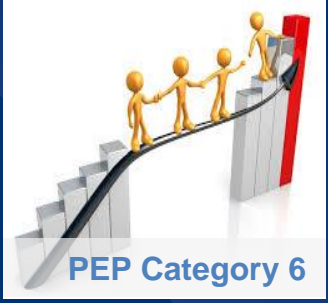




Performance Excellence Program

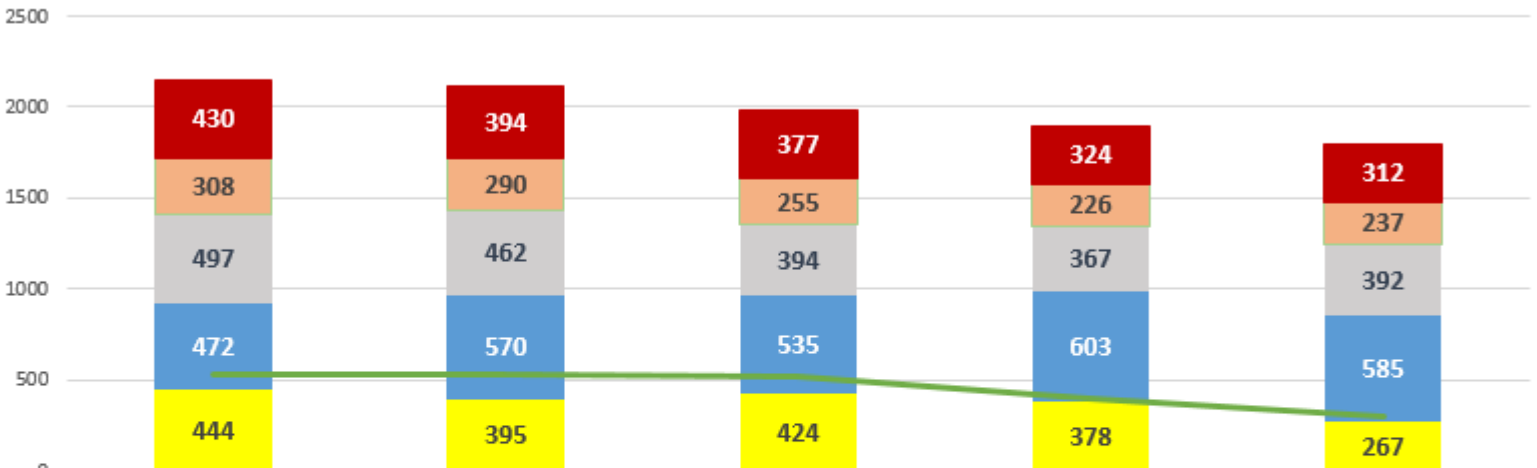
Category 6

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 October 3-7, 2016



	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
>12 days overdue (Tier 4)	430	394	377	324	312
6 - 11 days overdue (Tier 3)	308	290	255	226	237
1 - 5 days overdue (Tier 2)	497	462	394	367	392
Within SLA (Tier 1)	472	570	535	603	585
Created	444	395	424	378	267
Closed	527	534	514	397	298

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