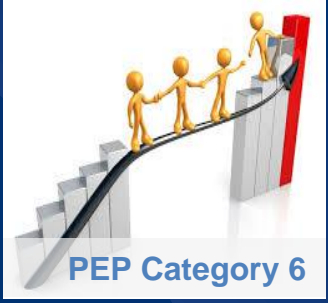




# Performance Excellence Program

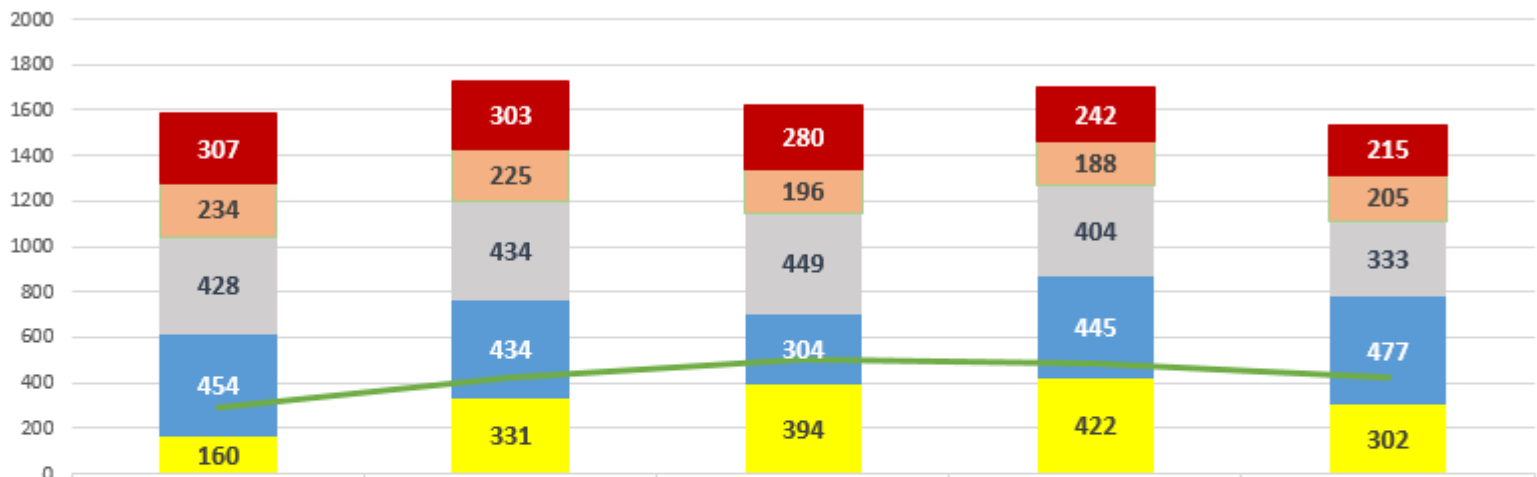
## Category 6

# 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 10-14, 2016



	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
>12 days overdue (Tier 4)	307	303	280	242	215
6 - 11 days overdue (Tier 3)	234	225	196	188	205
1 - 5 days overdue (Tier 2)	428	434	449	404	333
Within SLA (Tier 1)	454	434	304	445	477
Created	160	331	394	422	302
Closed	289	422	501	486	427

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