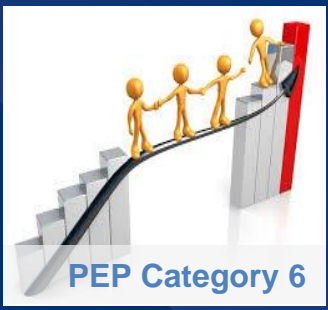




Performance Excellence Program

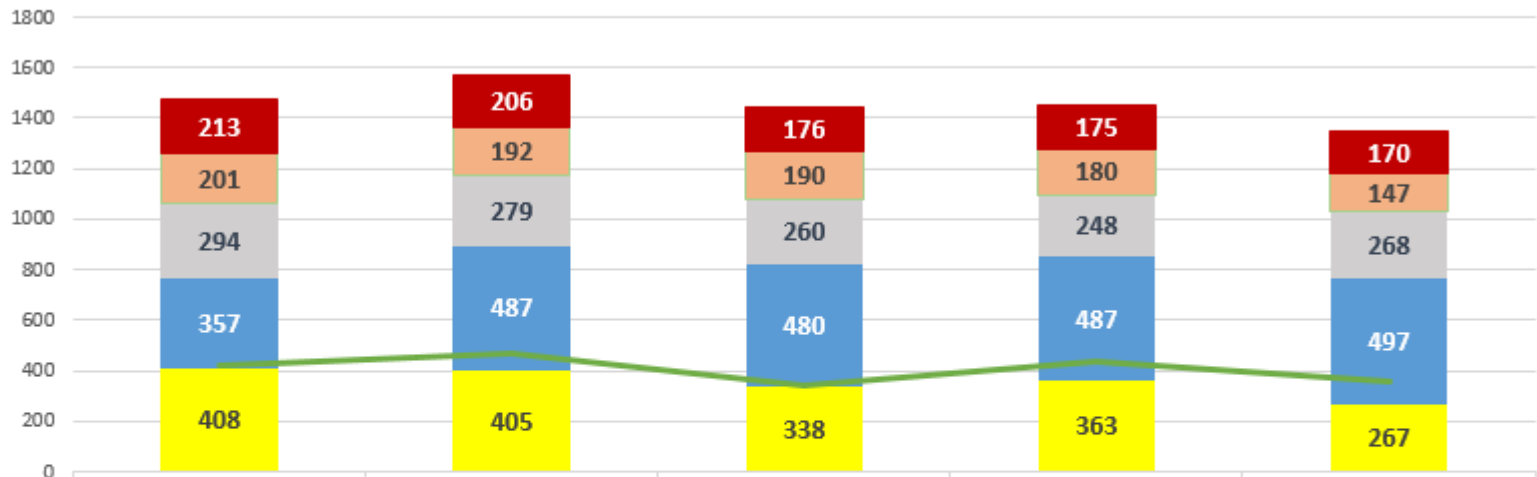
Category 6

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 17-21, 2016



	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
>12 days overdue (Tier 4)	213	206	176	175	170
6 - 11 days overdue (Tier 3)	201	192	190	180	147
1 - 5 days overdue (Tier 2)	294	279	260	248	268
Within SLA (Tier 1)	357	487	480	487	497
Created	408	405	338	363	267
Closed	422	468	340	438	354

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