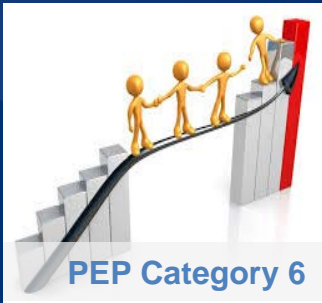




# Performance Excellence Program

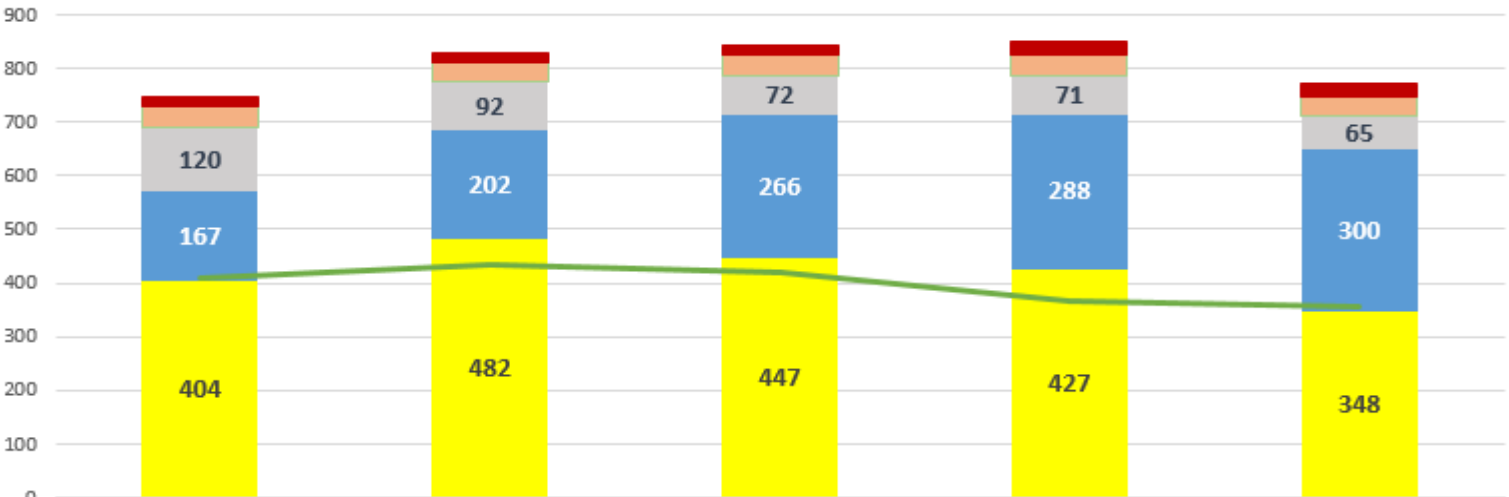
## Category 6

# 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 4 - 8, 2016



	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
>20 days overdue (Tier 4)	19	18	19	23	26
10 - 19 days overdue (Tier 3)	37	36	40	40	33
1 - 9 days overdue (Tier 2)	120	92	72	71	65
Within SLA (Tier 1)	167	202	266	288	300
Created	404	482	447	427	348
Closed	410	433	420	365	356

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