



Performance Excellence Program

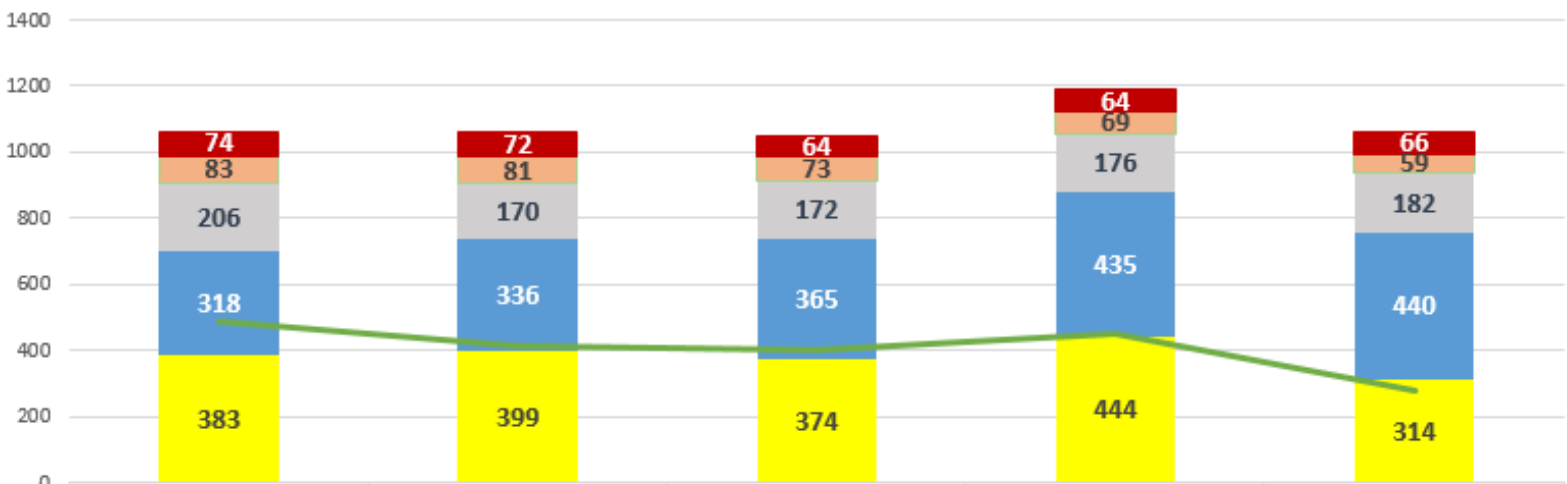
Category 6

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 31 - November 4, 2016



	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
>12 days overdue (Tier 4)	74	72	64	64	66
6 - 11 days overdue (Tier 3)	83	81	73	69	59
1 - 5 days overdue (Tier 2)	206	170	172	176	182
Within SLA (Tier 1)	318	336	365	435	440
Created	383	399	374	444	314
Closed	487	411	403	449	277

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