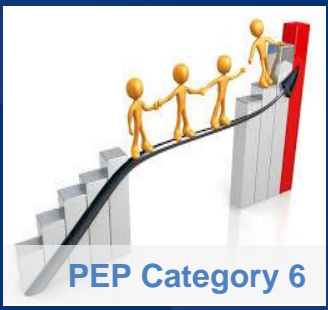




Performance Excellence Program

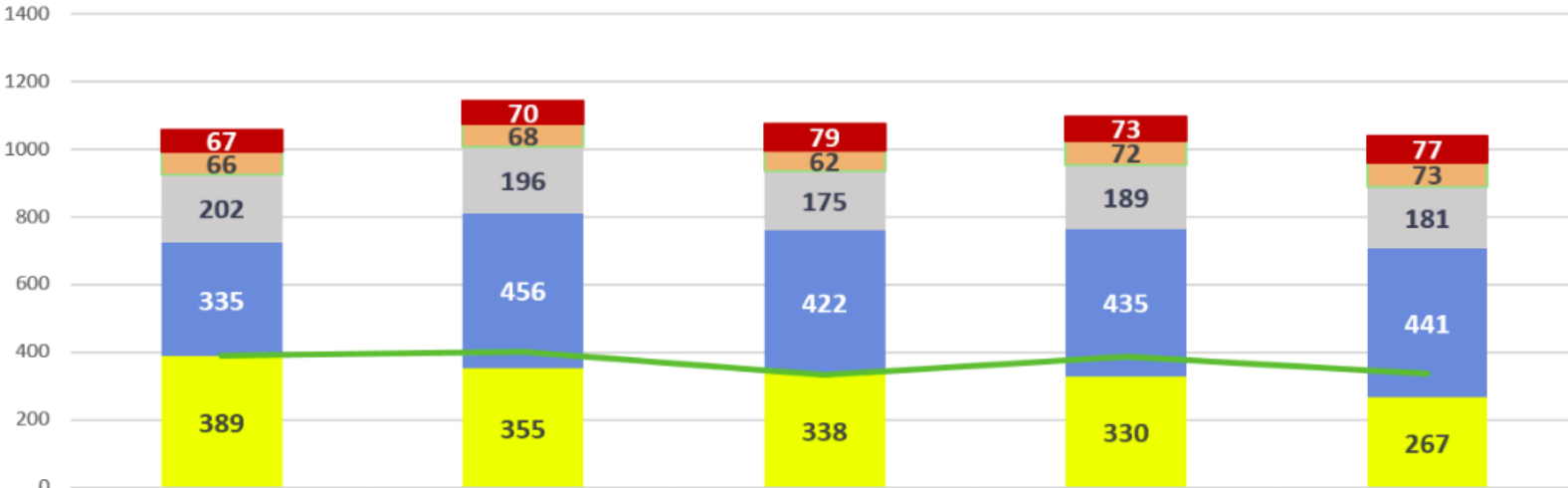
Category 6

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 November 7-11, 2016



	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
>12 days overdue (Tier 4)	67	70	79	73	77
6 - 11 days overdue (Tier 3)	66	68	62	72	73
1 - 5 days overdue (Tier 2)	202	196	175	189	181
Within SLA (Tier 1)	335	456	422	435	441
Created	389	355	338	330	267
Closed	390	403	335	387	339

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