



# Performance Excellence Program

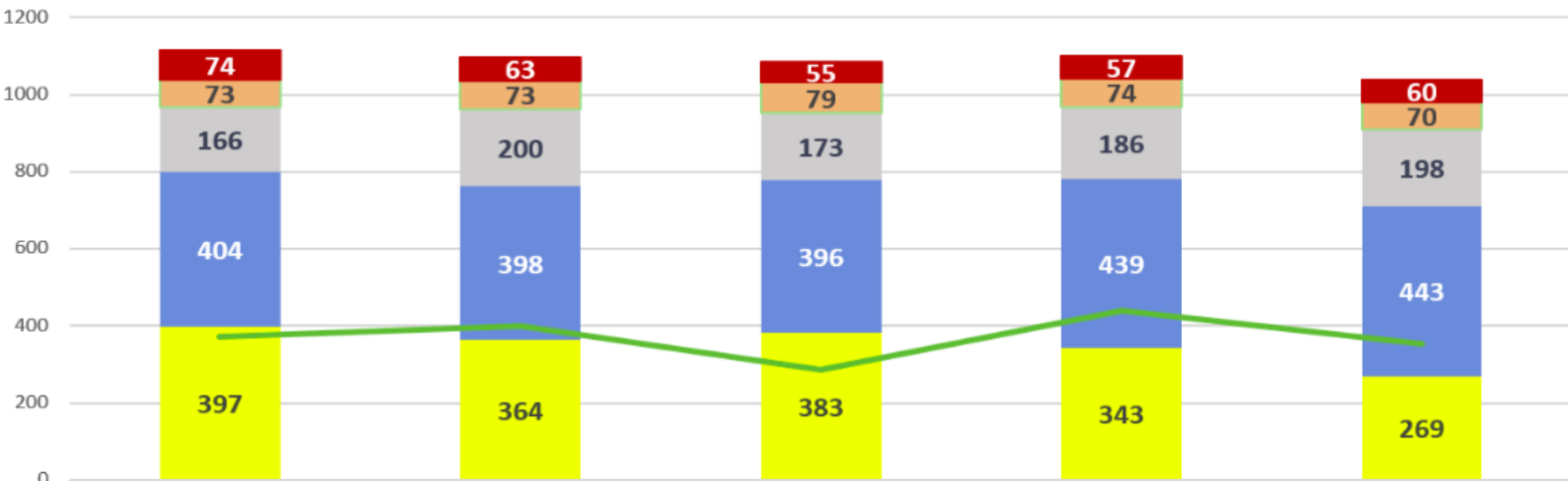
## Category 6

### 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 14 - 18, 2016



>12 days overdue (Tier 4)	74	63	55	57	60
6 - 11 days overdue (Tier 3)	73	73	79	74	70
1 - 5 days overdue (Tier 2)	166	200	173	186	198
Within SLA (Tier 1)	404	398	396	439	443
Created	397	364	383	343	269
Closed	372	400	287	441	355

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