



Performance Excellence Program

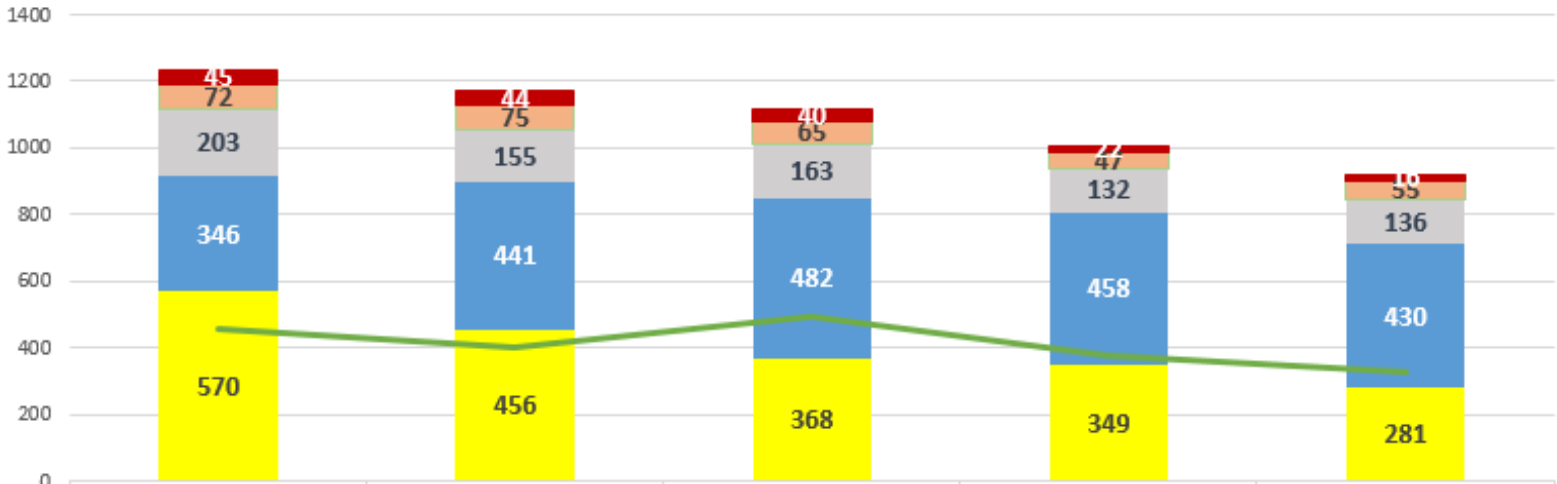
Category 6

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 28, 2016 - December 2, 2016



	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
>12 days overdue (Tier 4)	45	44	40	22	16
6 - 11 days overdue (Tier 3)	72	75	65	47	55
1 - 5 days overdue (Tier 2)	203	155	163	132	136
Within SLA (Tier 1)	346	441	482	458	430
Created	570	456	368	349	281
Closed	457	399	496	374	329

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