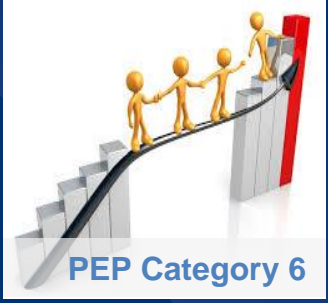




Performance Excellence Program

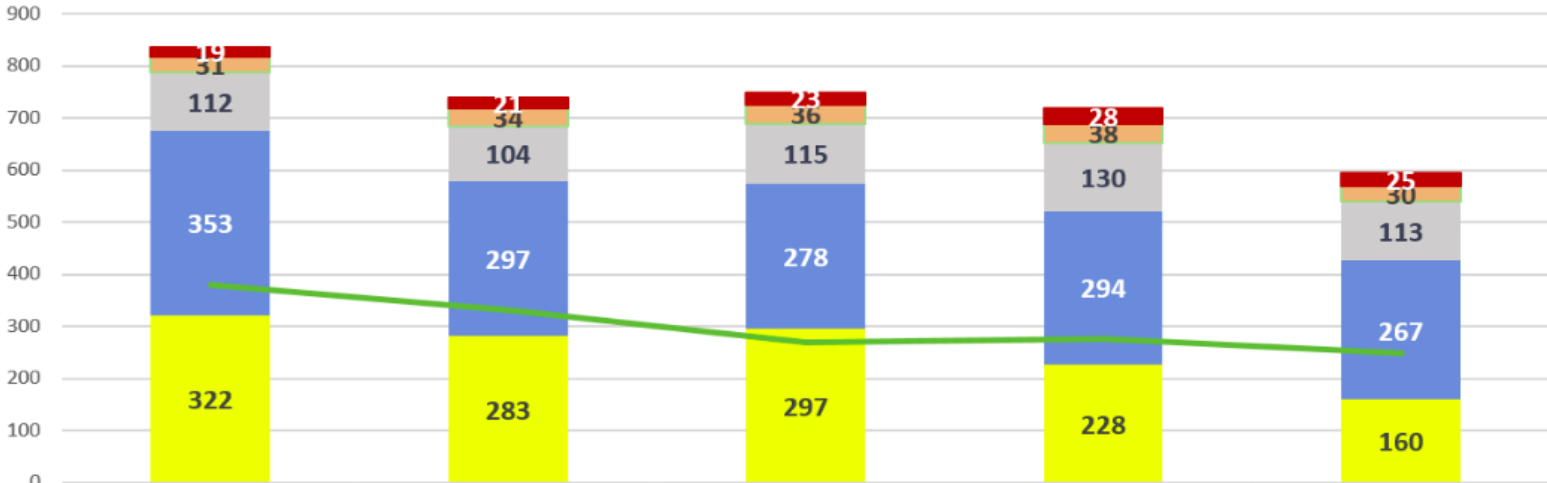
Category 6

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 December 12-16, 2016



	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
>12 days overdue (Tier 4)	19	21	23	28	25
6 - 11 days overdue (Tier 3)	31	34	36	38	30
1 - 5 days overdue (Tier 2)	112	104	115	130	113
Within SLA (Tier 1)	353	297	278	294	267
Created	322	283	297	228	160
Closed	381	333	271	276	250

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