



# Performance Excellence Program

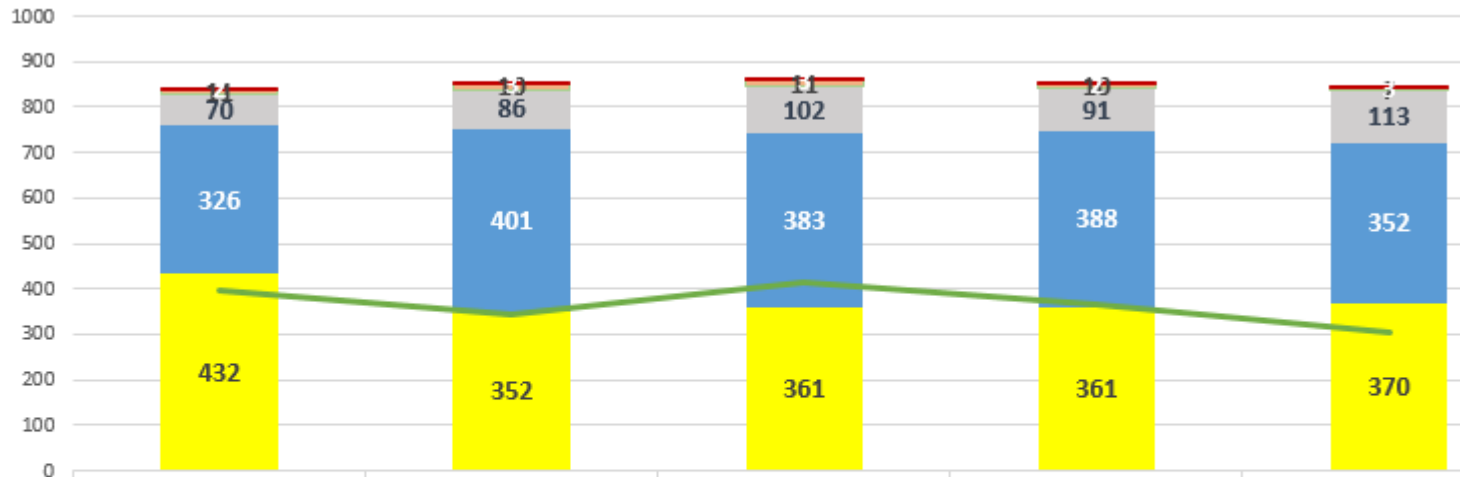
## Category 6

# 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 January 9 - 13, 2017



	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
>12 days overdue (Tier 4)	2	3	3	2	3
6 - 11 days overdue (Tier 3)	11	10	11	10	7
1 - 5 days overdue (Tier 2)	70	86	102	91	113
Within SLA (Tier 1)	326	401	383	388	352
Created	432	352	361	361	370
Closed	398	345	416	368	306

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