



# Performance Excellence Program

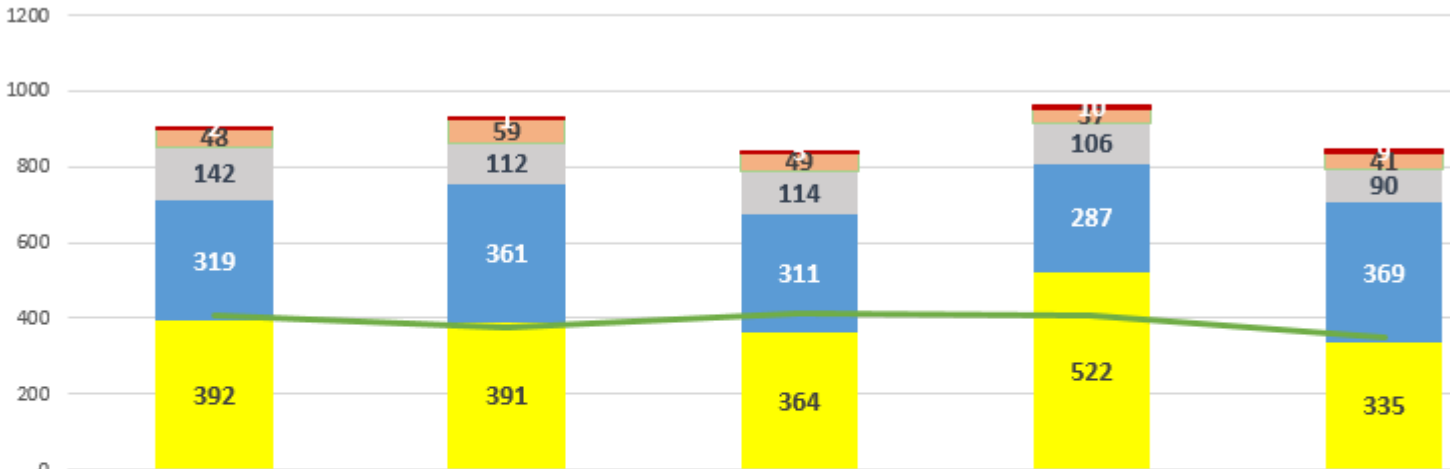
## Category 6

# 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 23 - 27, 2017



	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
>12 days overdue (Tier 4)	2	1	5	10	9
6 - 11 days overdue (Tier 3)	48	59	49	37	41
1 - 5 days overdue (Tier 2)	142	112	114	106	90
Within SLA (Tier 1)	319	361	311	287	369
Created	392	391	364	522	335
Closed	405	376	413	406	351

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