



# Performance Excellence Program

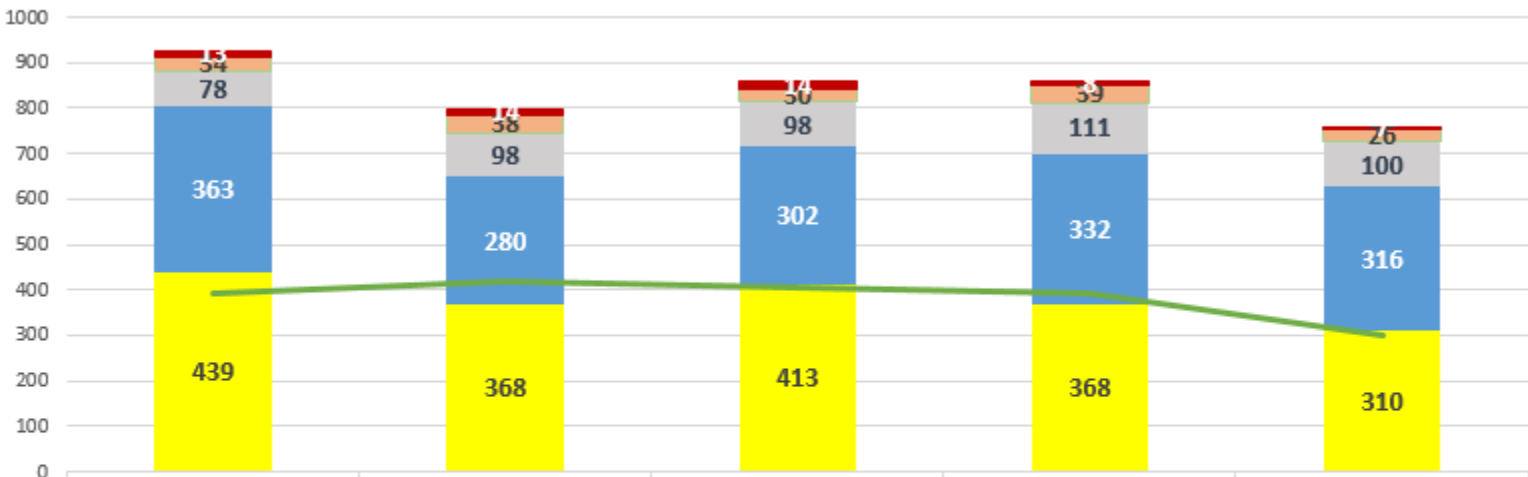
## Category 6

# 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 30 - February 3, 2017



	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
>12 days overdue (Tier 4)	13	14	14	8	7
6 - 11 days overdue (Tier 3)	34	38	30	39	26
1 - 5 days overdue (Tier 2)	78	98	98	111	100
Within SLA (Tier 1)	363	280	302	332	316
Created	439	368	413	368	310
Closed	393	420	404	394	302

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