



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 February 13 - 17, 2017



	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
>12 days overdue (Tier 4)	12	8	6	6	5
6 - 11 days overdue (Tier 3)	37	38	40	35	39
1 - 5 days overdue (Tier 2)	91	82	83	73	79
Within SLA (Tier 1)	308	310	271	340	396
	392	303	397	406	328
Closed	404	309	327	353	333

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