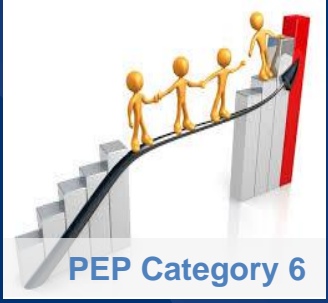




Performance Excellence Program

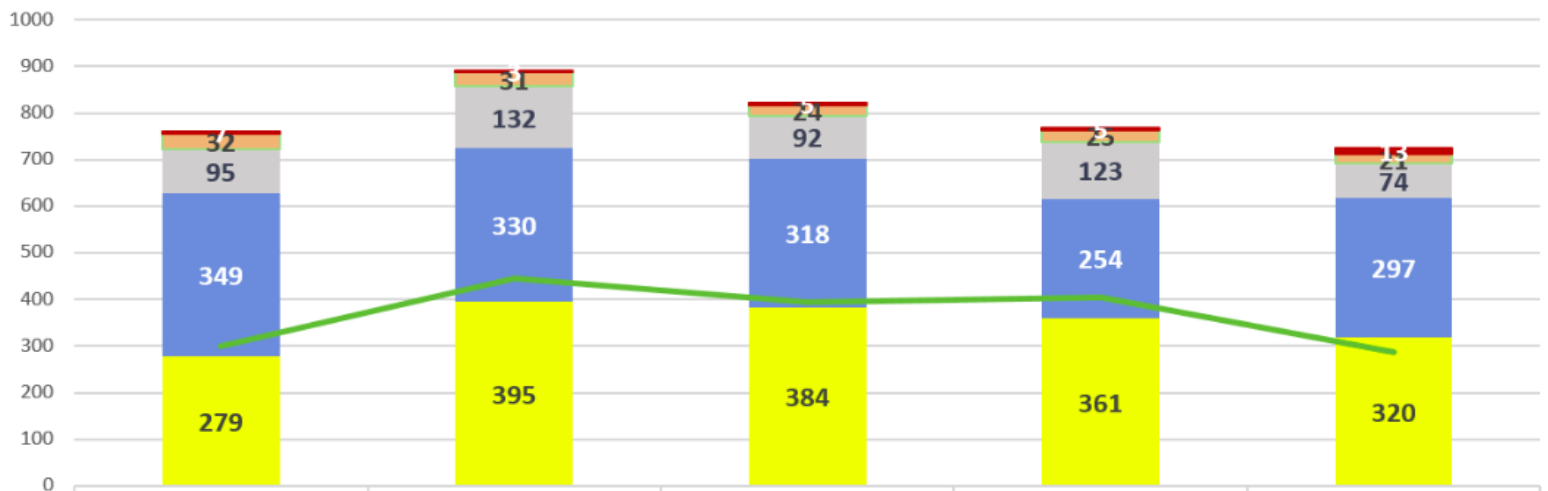
Category 6

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 20 - 24, 2017



	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
>12 days overdue (Tier 4)	7	3	5	5	13
6 - 11 days overdue (Tier 3)	32	31	24	25	21
1 - 5 days overdue (Tier 2)	95	132	92	123	74
Within SLA (Tier 1)	349	330	318	254	297
Created	279	395	384	361	320
Closed	300	445	395	405	287

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