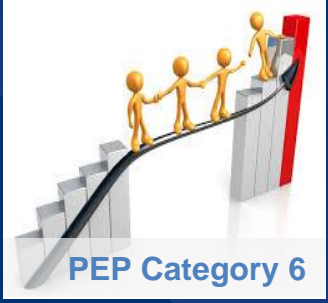




Performance Excellence Program

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 27 - March 3, 2017



	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
>12 days overdue (Tier 4)	5	6	1	1	2
6 - 11 days overdue (Tier 3)	21	22	21	23	23
1 - 5 days overdue (Tier 2)	86	76	83	80	130
Within SLA (Tier 1)	256	281	333	338	277
Created	436	382	352	361	391
Closed	453	324	337	347	341

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