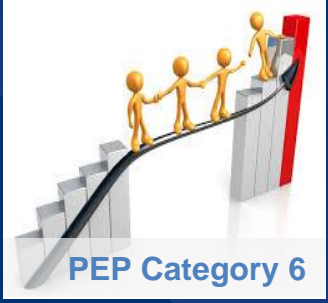




# Performance Excellence Program

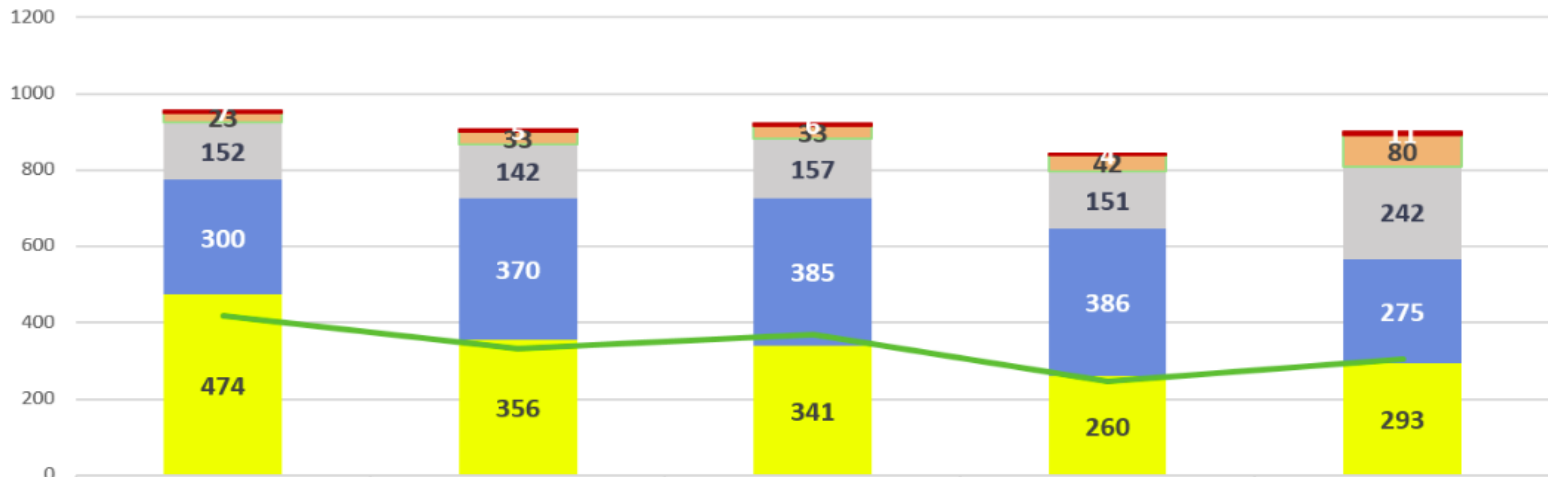
## Category 6

# 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 March 6 - 10, 2017



	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
>12 days overdue (Tier 4)	7	5	6	4	11
6 - 11 days overdue (Tier 3)	23	33	33	42	80
1 - 5 days overdue (Tier 2)	152	142	157	151	242
Within SLA (Tier 1)	300	370	385	386	275
Created	474	356	341	260	293
Closed	417	332	370	246	304

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