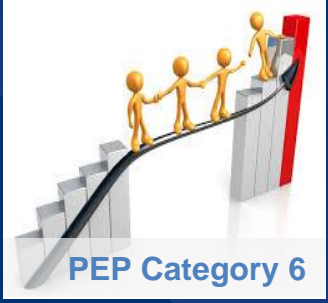




Performance Excellence Program

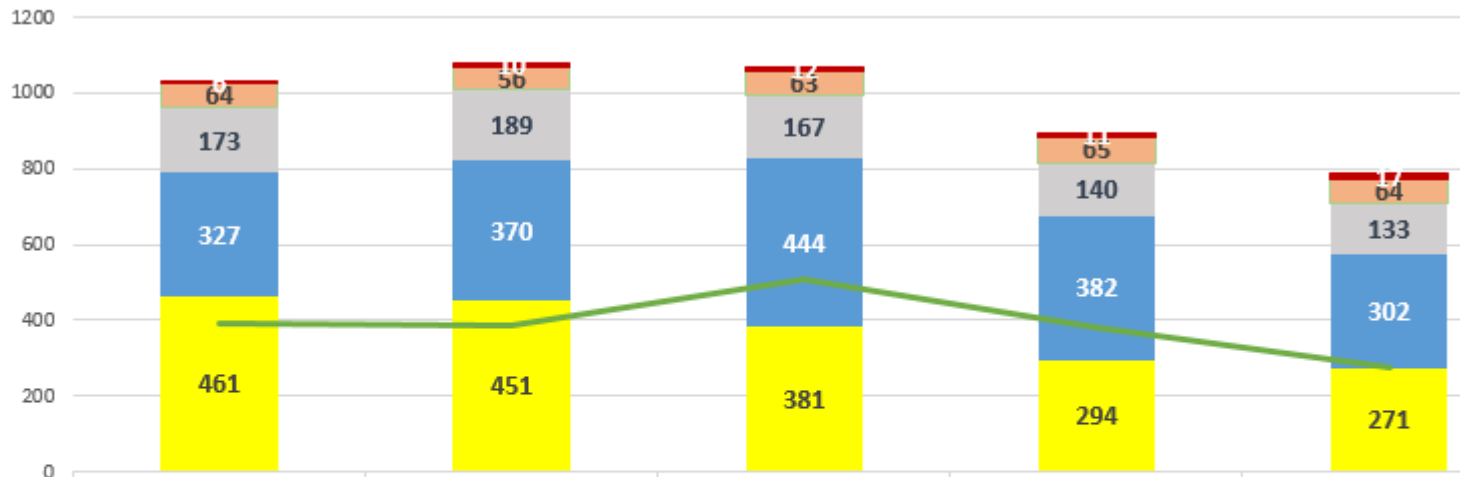
Category 6

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 20 - 24, 2017



	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
>12 days overdue (Tier 4)	6	10	12	11	17
6 - 11 days overdue (Tier 3)	64	56	63	65	64
1 - 5 days overdue (Tier 2)	173	189	167	140	133
Within SLA (Tier 1)	327	370	444	382	302
Created	461	451	381	294	271
Closed	391	387	507	383	274

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