



Performance Excellence Program

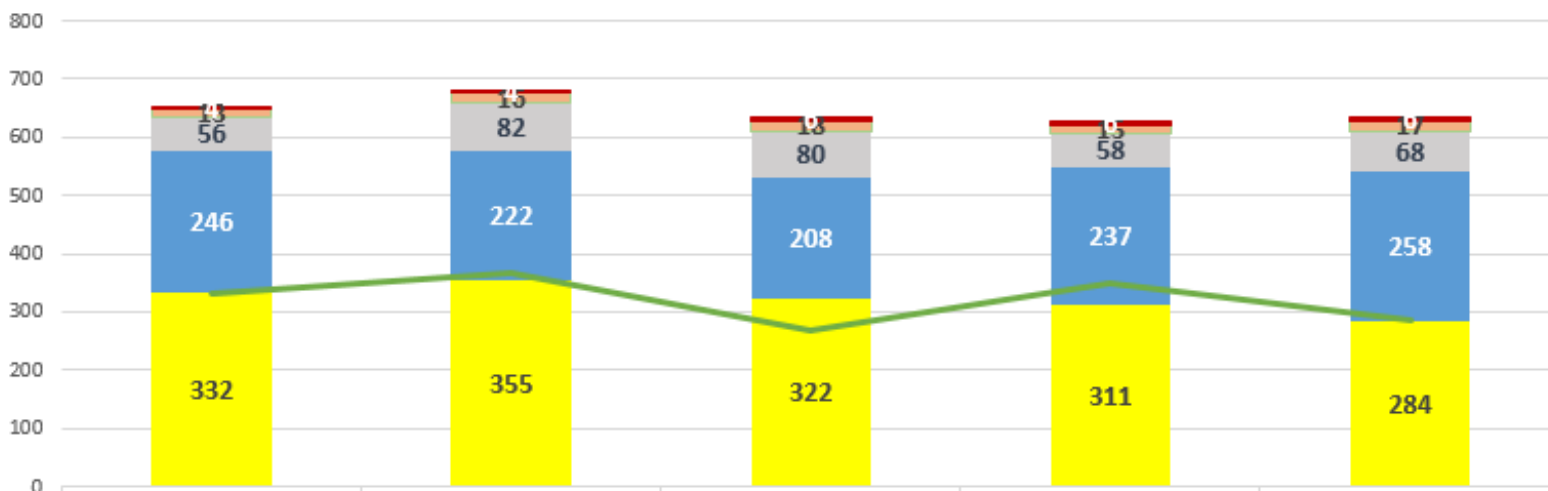
Category 6

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 April 17 - 21, 2017



	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
>12 days overdue (Tier 4)	4	4	6	6	6
6 - 11 days overdue (Tier 3)	13	16	18	15	17
1 - 5 days overdue (Tier 2)	56	82	80	58	68
Within SLA (Tier 1)	246	222	208	237	258
Created	332	355	322	311	284
Closed	332	367	267	349	286

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