



Performance Excellence Program

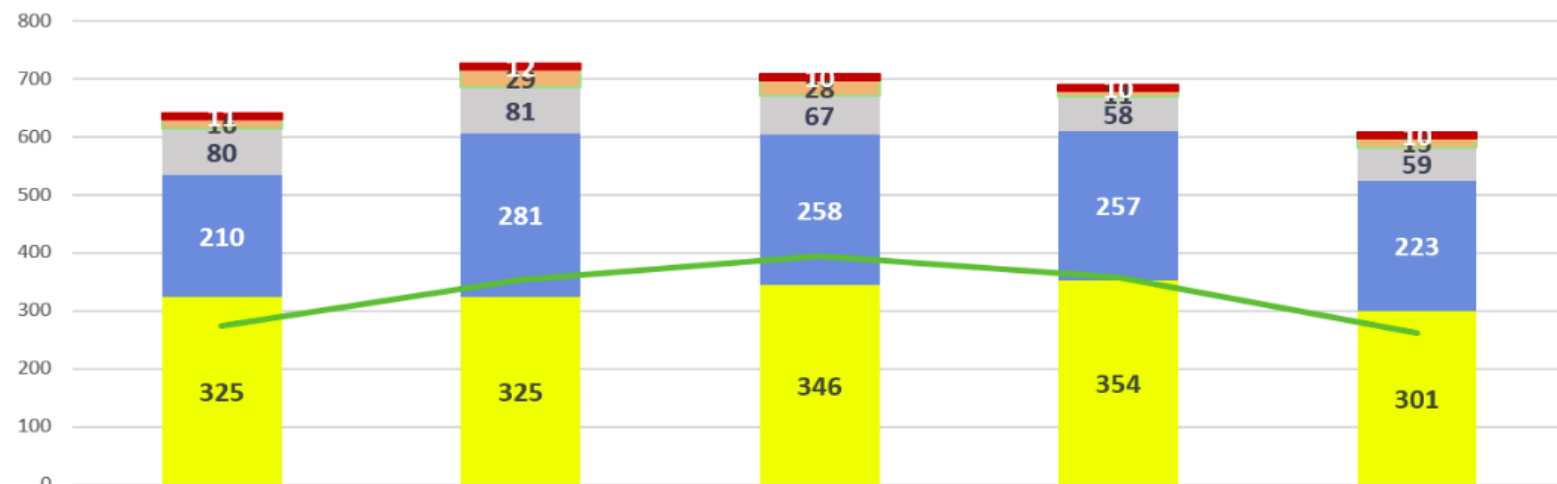
Category 6

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 24 - 28, 2017



	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
>12 days overdue (Tier 4)	11	12	10	10	10
6 - 11 days overdue (Tier 3)	16	29	28	11	15
1 - 5 days overdue (Tier 2)	80	81	67	58	59
Within SLA (Tier 1)	210	281	258	257	223
Created	325	325	346	354	301
Closed	275	354	396	359	263

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