



# 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 May 1 - 5, 2017



	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
>12 days overdue (Tier 4)	10	11	7	6	5
6 - 11 days overdue (Tier 3)	11	14	17	14	17
1 - 5 days overdue (Tier 2)	56	71	75	82	84
Within SLA (Tier 1)	239	309	264	268	222
Created	357	319	318	303	269
Closed	328	309	346	289	276

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