



# Performance Excellence Program

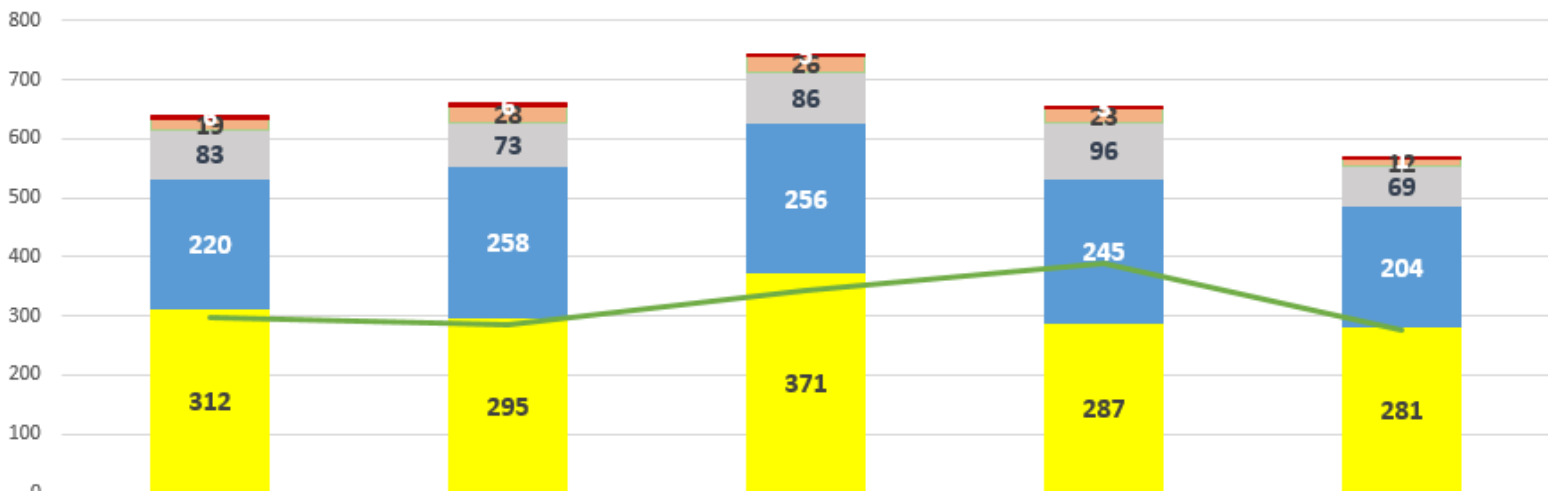
## Category 6

### 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 8 - 12, 2017



	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
>12 days overdue (Tier 4)	6	6	5	3	1
6 - 11 days overdue (Tier 3)	19	28	26	23	12
1 - 5 days overdue (Tier 2)	83	73	86	96	69
Within SLA (Tier 1)	220	258	256	245	204
Created	312	295	371	287	281
Closed	296	284	342	389	277

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