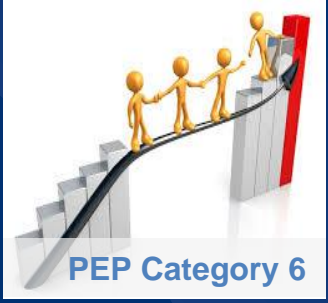




Performance Excellence Program

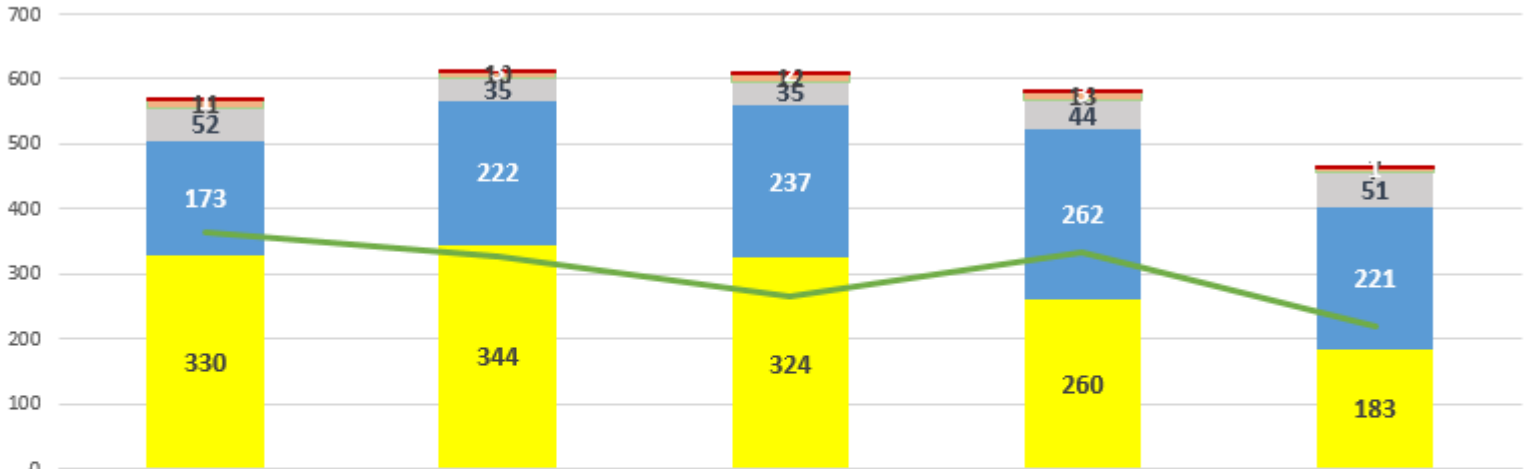
Category 6

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 15 - 19, 2017



	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
>12 days overdue (Tier 4)	1	3	2	3	1
6 - 11 days overdue (Tier 3)	11	10	12	13	7
1 - 5 days overdue (Tier 2)	52	35	35	44	51
Within SLA (Tier 1)	173	222	237	262	221
Created	330	344	324	260	183
Closed	364	328	265	334	218

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