



Performance Excellence Program

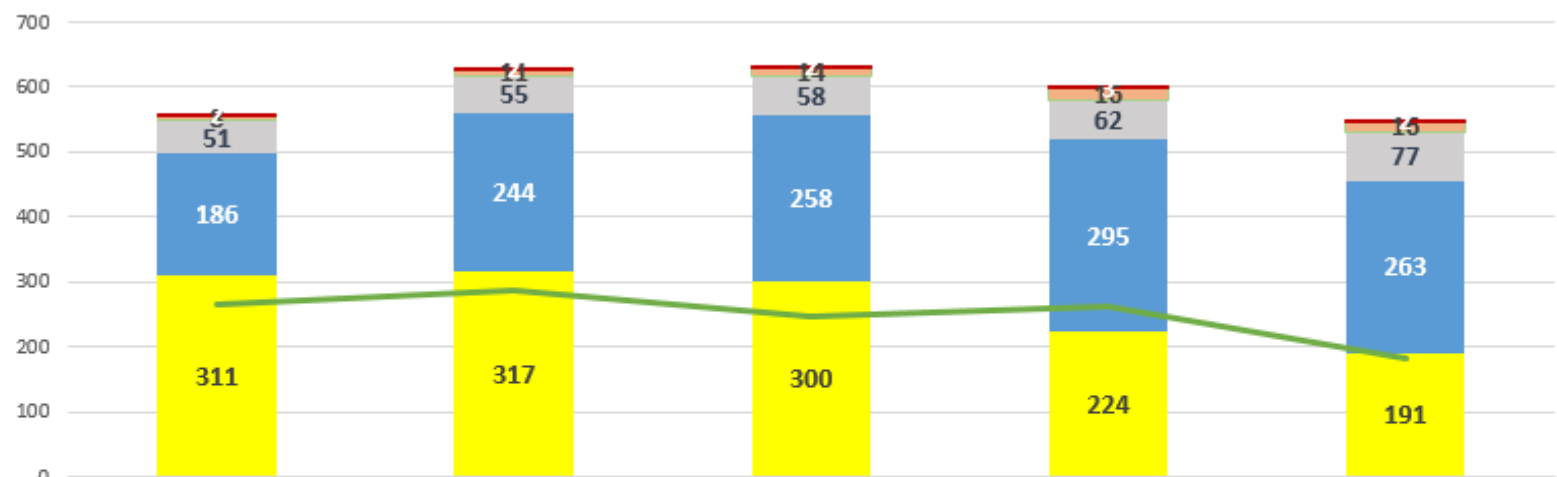
Category 6

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 22 - 26, 2017



	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
>12 days overdue (Tier 4)	2	2	2	3	2
6 - 11 days overdue (Tier 3)	8	11	14	16	16
1 - 5 days overdue (Tier 2)	51	55	58	62	77
Within SLA (Tier 1)	186	244	258	295	263
Created	311	317	300	224	191
Closed	266	288	247	261	183

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