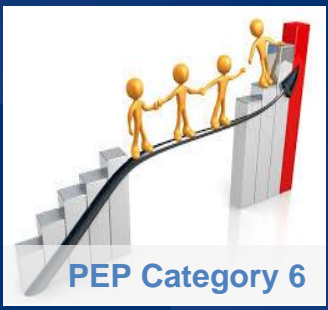




Performance Excellence Program

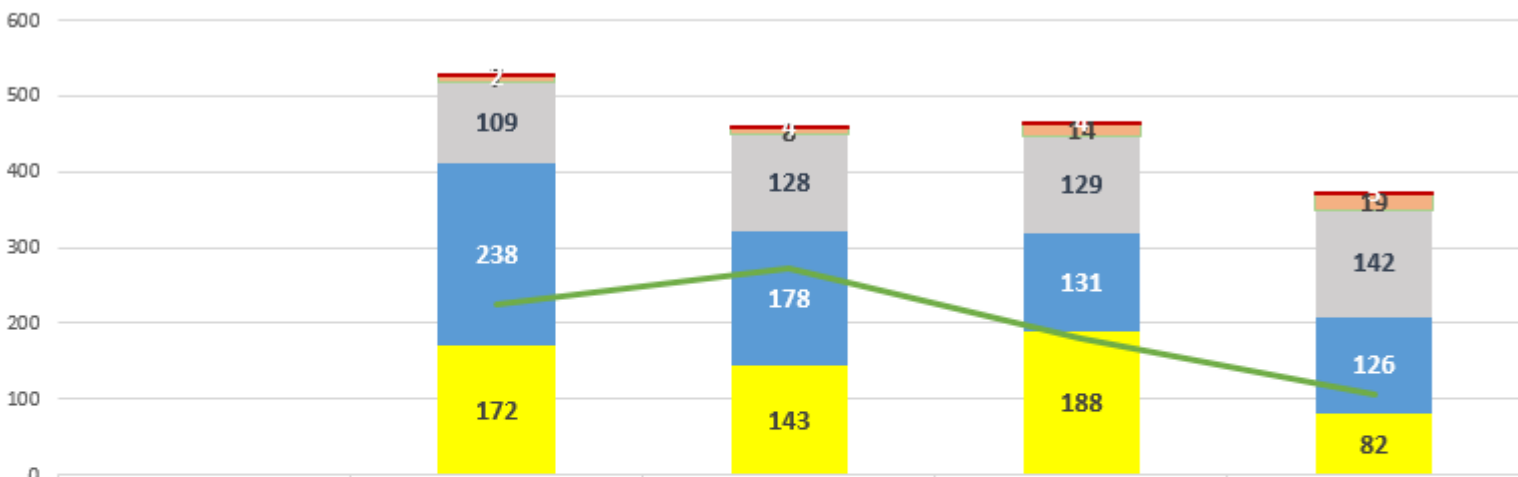
Category 6

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 29 - June 2, 2017



	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
>12 days overdue (Tier 4)		2	4	4	5
6 - 11 days overdue (Tier 3)		7	8	14	19
1 - 5 days overdue (Tier 2)		109	128	129	142
Within SLA (Tier 1)		238	178	131	126
Created		172	143	188	82
Closed		225	273	181	106

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