



# Performance Excellence Program

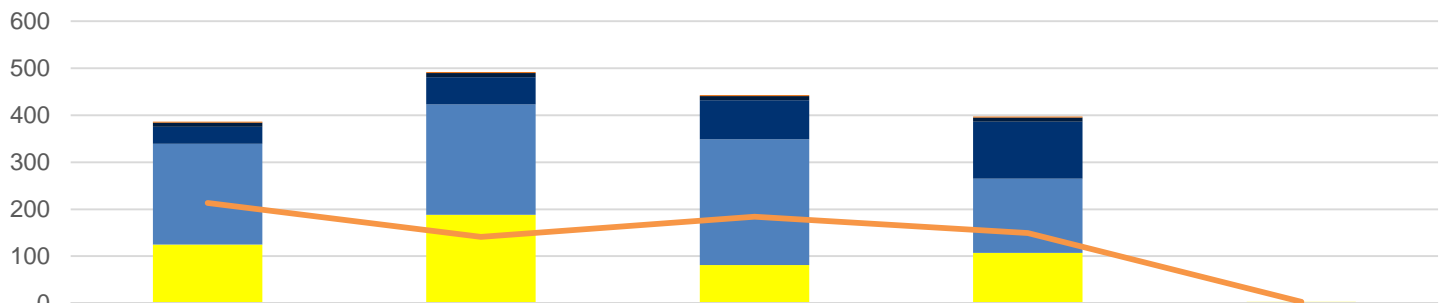
## Category 6

### 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 June 8 - 12, 2015



	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
>20 days overdue (Tier 4)	2	2	2	2	
10 - 19 days overdue (Tier 3)	9	9	9	9	
1 - 9 days overdue (Tier 2)	36	58	83	121	
Within SLA (Tier 1)	214	235	268	158	
Created	125	188	81	107	3
Closed	213	141	184	149	3

- Created
- Within SLA (Tier 1)
- 1 - 9 days overdue (Tier 2)
- 10 - 19 days overdue (Tier 3)
- >20 days overdue (Tier 4)
- Closed