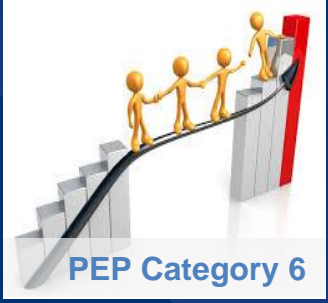




Performance Excellence Program

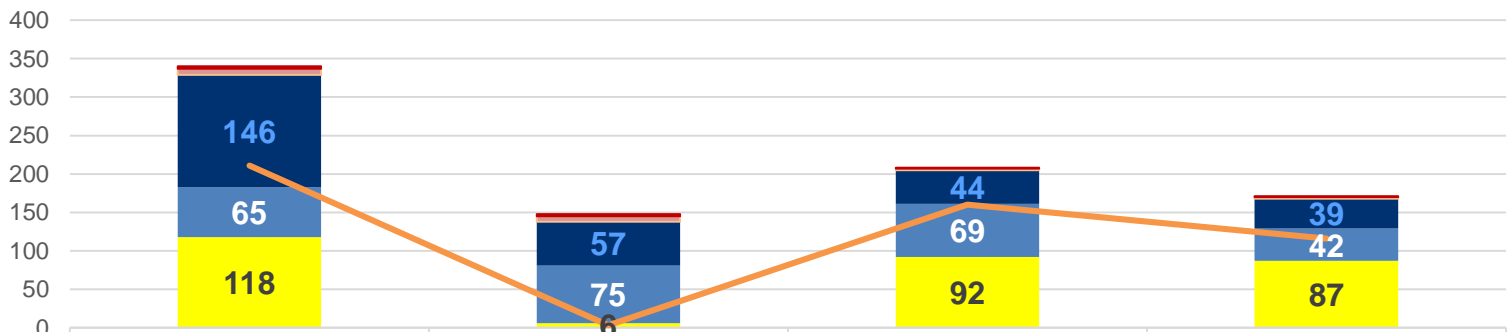
Category 6

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 15 - 19, 2015



	MONDAY	TUESDAY	WEDNESDAY	THURSDAY
>20 days overdue (Tier 4)	3	3	1	1
10 - 19 days overdue (Tier 3)	8	7	2	2
1 - 9 days overdue (Tier 2)	146	57	44	39
Within SLA (Tier 1)	65	75	69	42
Created	118	6	92	87
Closed	211	3	160	116

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