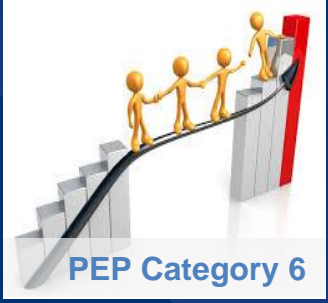




Performance Excellence Program

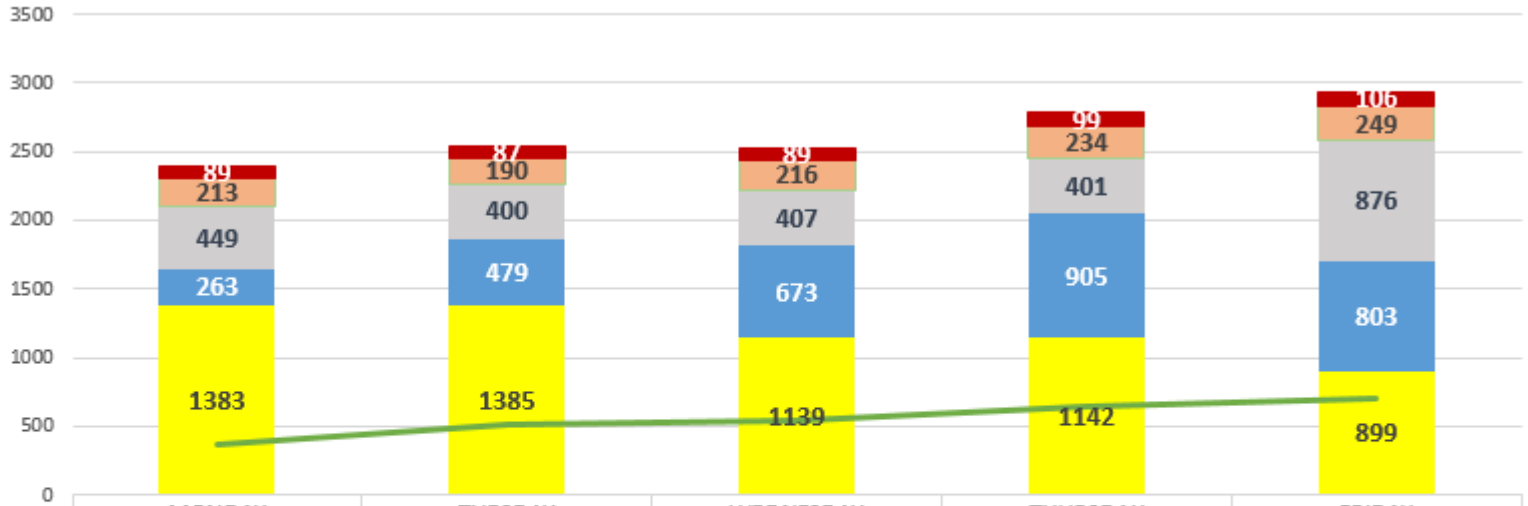
Category 6

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 August 15 - 19, 2016



	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
>20 days overdue (Tier 4)	89	87	89	99	106
10 - 19 days overdue (Tier 3)	213	190	216	234	249
1 - 9 days overdue (Tier 2)	449	400	407	401	876
Within SLA (Tier 1)	263	479	673	905	803
Created	1383	1385	1139	1142	899
Closed	359	512	546	642	704

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