



Performance Excellence Program

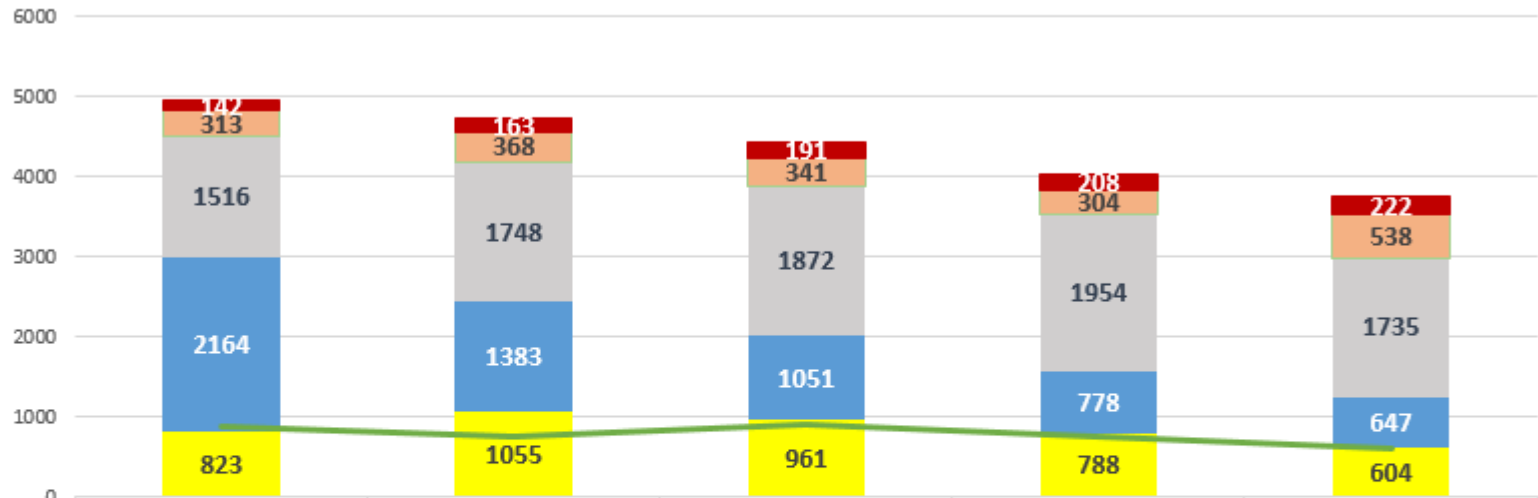
Category 6

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 22 - 26, 2016



	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
>12 days overdue (Tier 4)	142	163	191	208	222
6 - 11 days overdue (Tier 3)	313	368	341	304	538
1 - 5 days overdue (Tier 2)	1516	1748	1872	1954	1735
Within SLA (Tier 1)	2164	1383	1051	778	647
Created	823	1055	961	788	604
Closed	867	754	912	759	609

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