



# Performance Excellence Program

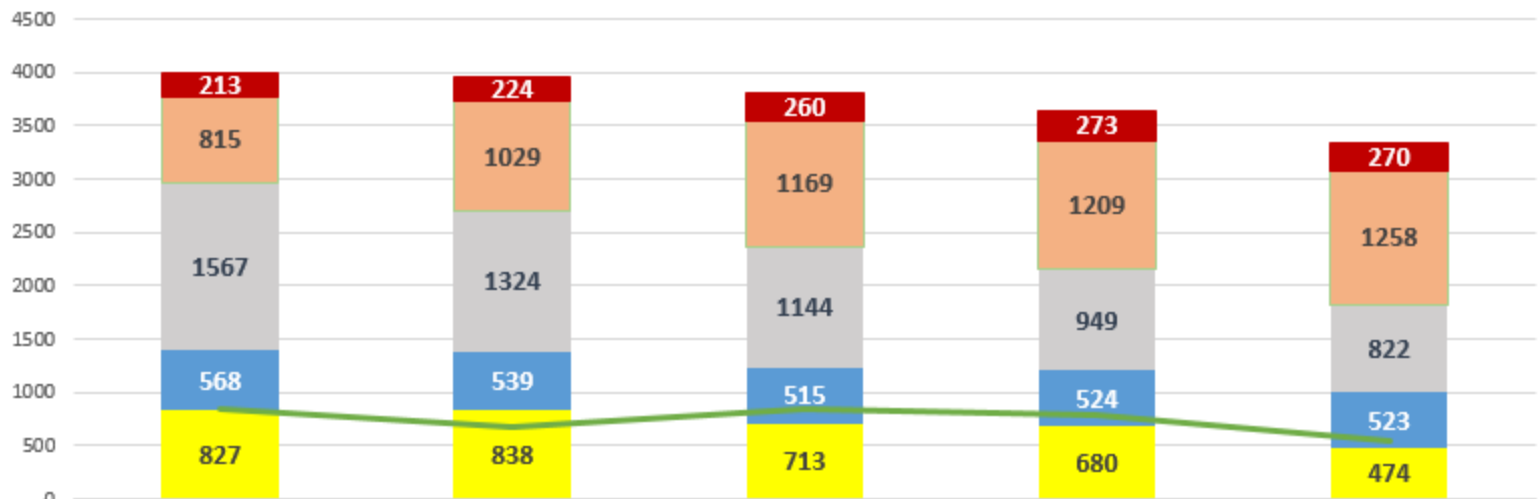
## Category 6

# 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 29 - September 2, 2016



	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
>12 days overdue (Tier 4)	213	224	260	273	270
6 - 11 days overdue (Tier 3)	815	1029	1169	1209	1258
1 - 5 days overdue (Tier 2)	1567	1324	1144	949	822
Within SLA (Tier 1)	568	539	515	524	523
Created	827	838	713	680	474
Closed	843	671	837	790	541

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