



# 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 January 16 - 20, 2017



	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
>12 days overdue (Tier 4)	0	1	4	2	1
6 - 11 days overdue (Tier 3)	0	13	23	25	37
1 - 5 days overdue (Tier 2)	0	143	133	137	150
Within SLA (Tier 1)	0	317	335	387	341
Created	2	426	386	386	367
Closed	8	427	296	402	361

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