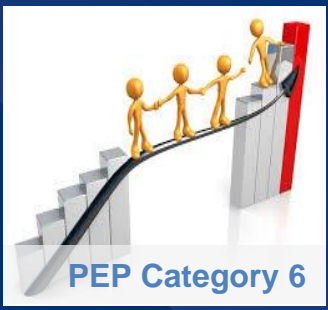




# Performance Excellence Program

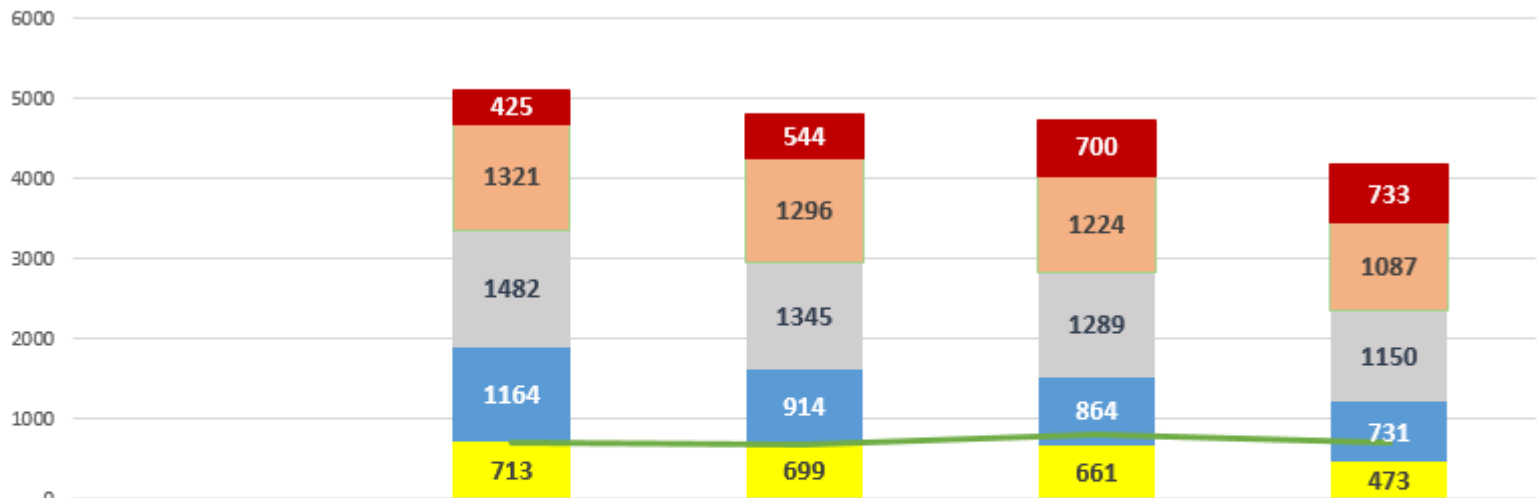
## Category 6

### 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 September 5 - 9, 2016



	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
>12 days overdue (Tier 4)		425	544	700	733
6 - 11 days overdue (Tier 3)		1321	1296	1224	1087
1 - 5 days overdue (Tier 2)		1482	1345	1289	1150
Within SLA (Tier 1)		1164	914	864	731
Created		713	699	661	473
Closed		705	671	808	694

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