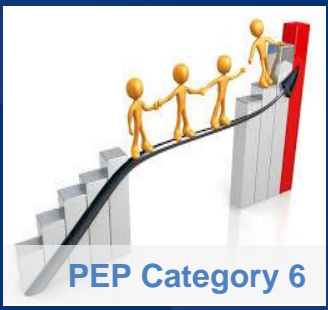




Performance Excellence Program

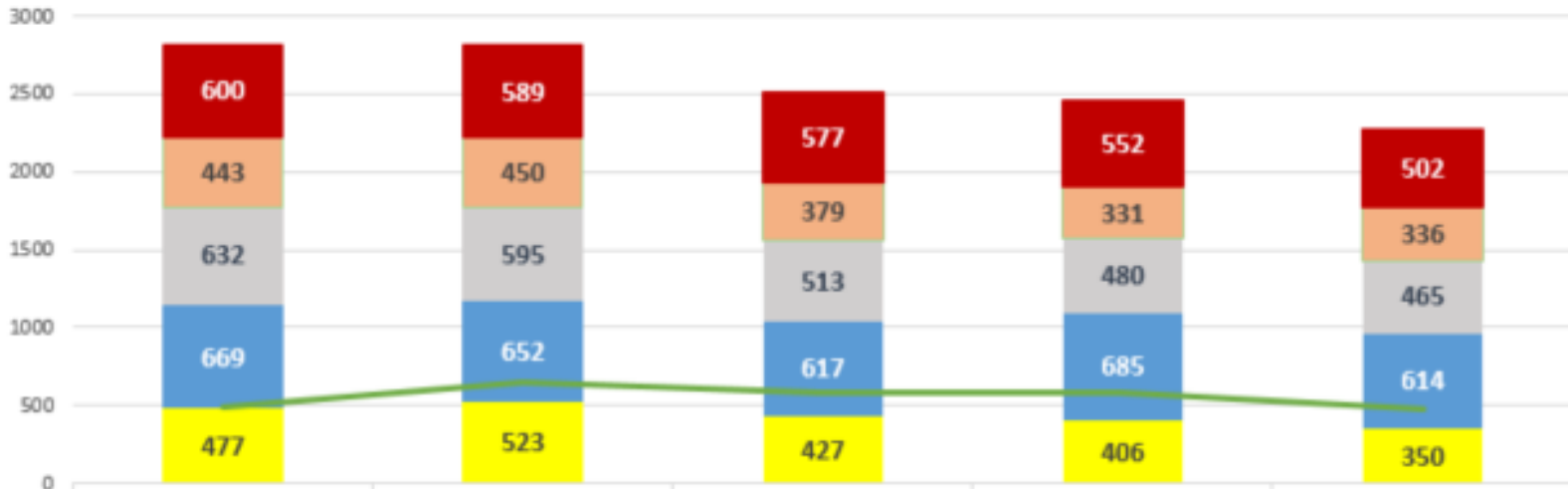
Category 6

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 26-30, 2016



	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
>12 days overdue (Tier 4)	600	589	577	552	502
6 - 11 days overdue (Tier 3)	443	450	379	331	336
1 - 5 days overdue (Tier 2)	632	595	513	480	465
Within SLA (Tier 1)	669	652	617	685	614
Created	477	523	427	406	350
Closed	495	649	585	588	483

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