



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 February 6 - 10, 2017



	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
>12 days overdue (Tier 4)	4	6	5	3	2
6 - 11 days overdue (Tier 3)	28	35	29	38	38
1 - 5 days overdue (Tier 2)	99	112	99	102	94
Within SLA (Tier 1)	275	333	298	292	288
Created	404	367	365	364	307
Closed	374	408	388	361	325

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