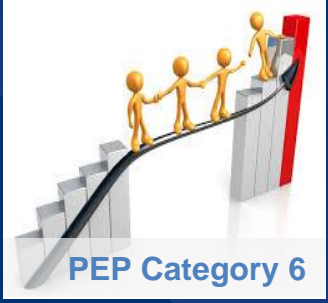




# Performance Excellence Program

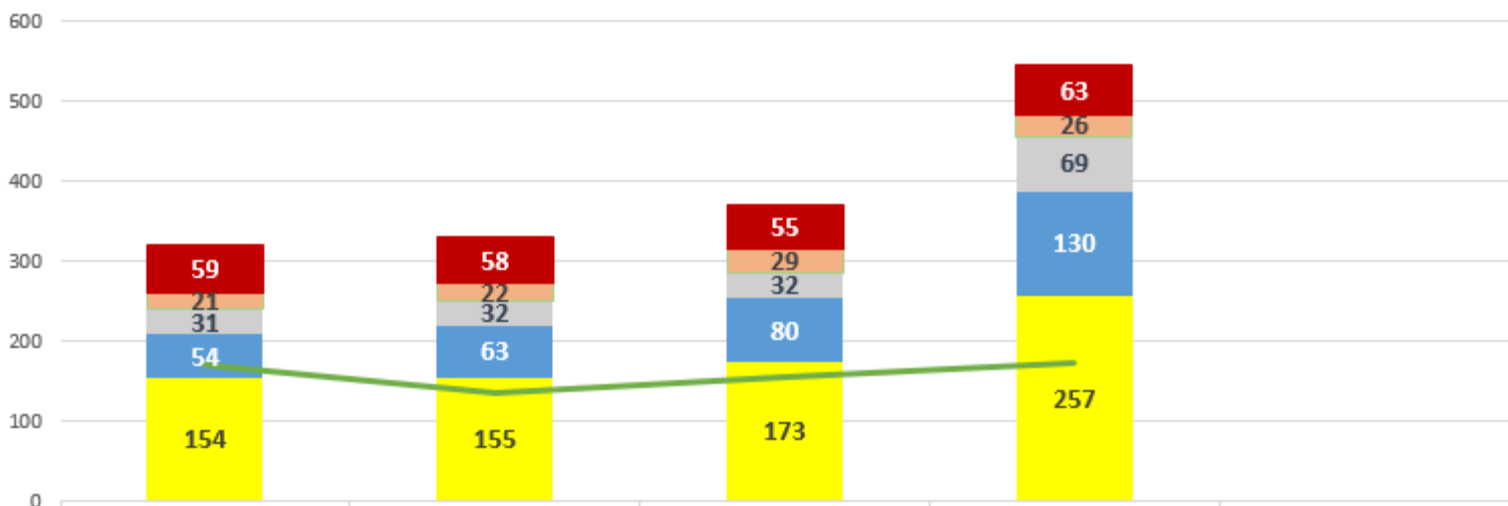
## Category 6

# 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.

Daily Progress July 18 - July 22, 2016



	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
>20 days overdue (Tier 4)	59	58	55	63	
10 - 19 days overdue (Tier 3)	21	22	29	26	
1 - 9 days overdue (Tier 2)	31	32	32	69	
Within SLA (Tier 1)	54	63	80	130	
Created	154	155	173	257	
Closed	170	134	156	173	

Created Within SLA (Tier 1) 1 - 9 days overdue (Tier 2) 10 - 19 days overdue (Tier 3) >20 days overdue (Tier 4) Closed