Quality Objectives

To achieve high levels of product quality, conformity and customer satisfaction we have determined a set of KPIs.
We periodically review, evaluate and develop our performance to ensure our objectives are met and work to improve areas where they are not:

Customer Performance:

- Measure: Customer on Time Delivery (COTD):
  Objective: Equal to or more than 97%
- Measure: Quality of Shipments (CRMA):
  Objective: Equal to or less than 0.5%
- Measure: Customer Satisfaction:
  Objective: Amount new customers higher than inactive customers.

Supplier Performance:

- Measure: Supplier on Time Delivery (SOTD):
  Objective: Equal to or more than 85%
- Measure: Quality of Receipts (SRMA):
  Objective: Less than 5% RMA rate

Internal Performance:

- Measure: On Time Non-Conforming Product Report (NPR) Completion:
  Objective: Equal to or more than 85%
- Measure: Internal Inspection Error Rate:
  Objective: Equal to or more than 1.50%

Reviewed & Approved by: **Date: March 26**

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