



## **Quality Objectives**

To achieve high levels of product quality, conformity and customer satisfaction we have determined a set of KPI.

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 99.5%
- Measure: Quality of Shipments (CRMA):  
Objective: Equal to or more than 99.5%
- 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 1.3% RMA rate

### **Internal Performance:**

- Measure: On Time Non-Conforming Product Report (NPR) Authorization:  
Objective: Equal to or more than 92%
- Measure: On Time Non-Conforming Product Report (NPR) Completion:  
Objective: Equal to or more than 97%
- Measure: Internal Inspection Error Rate:  
Objective: Equal to or more than 1.50%
- Measure: Internal Operations Error Rate:  
Objective: Equal to or more than 1.20%

**Reviewed & Approved by:**

**Date: June 2023**

**Sue Farley**

**Group Quality Assurance and Operations Director**



+44 (0)1635 555976  
+44 (0)1635 555999



info@reboundeu.com  
www.reboundeu.com



Rebound Electronics (UK) Limited  
Rivergate House, Newbury Business Park  
London Rd, Newbury  
RG14 2PZ