



Rebound Electronics

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 99.6%
- 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: Equal to or more than 98.70%

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 Operations Error Rate:
Objective: Equal to or more than 1.50%
- Measure: Internal Inspection Error Rate:
Objective: Equal to or more than 1.20%

Reviewed & Approved by:

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