

QUALITY OBJECTIVES

- 1). To Maintain 'On Time Deliveries' to our Customers at 96% (Average). This will be achieved through the analysis of Late Delivery Reports and by implementing the necessary Corrective Actions.
- 2). To Maintain 'External Quality Rate' at 99% (Average). This will be achieved through analysis of Customer Returns and by implementing the necessary Corrective Actions.
- 3). To Maintain 'Internal Quality Rate' at 99% (Average). This will be achieved through analysis of Internal Rejects and by implementing the necessary Corrective Actions.