

Quality Objectives

1. **On-Time Delivery:** Maintain 95% or higher on-time customer delivery rating.
(Calculation: # of on time shipments ÷ # of late shipments)
2. **Control of Scrap:** Maintain scrap percentage at 2% or less as related to top line monthly sales/deliveries.
(Calculation: # of parts shipped ÷ # of parts scrapped)
3. **Customer Satisfaction:** Maintain customer rejections (RMA's) to 2% or less.
(Calculation: # of shipments ÷ # of customer rejections)

Kenneth Statton, President