

QUALITY OBJECTIVES

Measurement: Monthly Reporting

Responsibility: Top Management

- **Improve Customer On Time Delivery**
 - Key Process Indicators-
 - Order fill Rate (*Sales*)
- **Achieve Quality Goals Scrap, Rework & Warranty**
 - Key Process Indicators-
 - Operation Scrap Rate (*Manufacturing*)
 - Operation Rework Rate (*Manufacturing*)
 - Warranty Rate (*Manufacturing*)
- **Maintain Inventory Accuracy**
 - Key Process Indicators-
 - Inventory Accuracy (*Logistics*)
- **Partner With Suppliers to Improve Performance**
 - Key Process Indicators-
 - Supplier on Time Delivery (*Purchasing*)
 - Supplier Defects (*Purchasing*)
- **Develop innovative new products to meet growing customer needs and expectations**
 - Key Process Indicators-
 - New Marketable Products (*Design and Development*)
- **Work Safely to Reduce Recordable and Lost Time Injuries**
 - Key Process Indicators-
 - Total Recordable Injury Rate (*All*)
 - Lost Time Injury Rate (*All*)



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Management Representative

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