



QUALITY OBJECTIVES:

1. Customer Calls

Goal:

*Log customer complaints and collect information regarding customer perceptions of PMT to improve customer satisfaction.

Measurement:

*Track customer complaints as they are received via use of a complaint log which be reviewed monthly to track progress and / or resolution of problems.

*Every two years gather information regarding customer perceptions of PMT performance via phone survey.

2. Customer Returns (RMA'S)

Goal:

*Maintain an RMA percentage of less than 2% of total annual volume and continue to work on improving that percentage.

Measurement:

*Review RMA's bi-annually and compare the volume of returned product with that which has shipped.

3. Supplier Quality

Goal:

*Maintain a supplier base that provides a minimum of 95% acceptable product.

Measurement:

*Review Discrepant Material Reports (DMR) bi-annually and compare the volume of Rejected Incoming Product with the Total Inbound Volume.

*Use Supplier Survey along with Vendor Qualification Procedures for all new vendors to insure that they meet PMT requirements.

4. On Time Delivery

Goal:

*Ensure that PMT supplies customer with product, on or before the delivery date promised, a minimum of 95% of the time.

Measurement:

*Review M1 tool shipping report quarterly and compare number of late shipments with those shipped early or as scheduled.