



203 Malden Turnpike
Saugerties, New York 12477

ELNA Magnetics Quality Objectives

1. Establish measurements, goals, and track Customer Satisfaction
 - a. On-time delivery performance.
 1. Distribution: On time to Promise Date: 90%
 2. Custom: On time to Promise Date: 88%
 3. Gapping: On time to Promise Date 85%
 - b. Customer Returns (RMA's)
 1. Overall 99.0% acceptance rate
 - c. Customer Corrective Action Requests
 1. Less than 1% of items shipped.
 - d. Price Adjustments
 1. Less than 1% of items shipped.
 - e. Customer Complaints
 1. Metrics included in b, c, and d above
2. Obtain and maintain certifications of Elna's Quality Management System
3. Establish measurements, goals, and track Supplier Performance
 - a. On-time delivery performance
 1. 80% on time or better
 - b. Non Conformances
 1. 99.5% acceptance rate
4. Establish measurements, goals, and track Shop Performance
 - a. Non Conformances
 1. Acceptance Rate: Manufacturing: 98%
5. Establish measurements, goals, and track EMS scrap
 - a. WIP
 1. 4% of Cost of Goods Sold or less per month
 - b. Finished Product
 1. 4% of Cost of Goods Sold or less per month