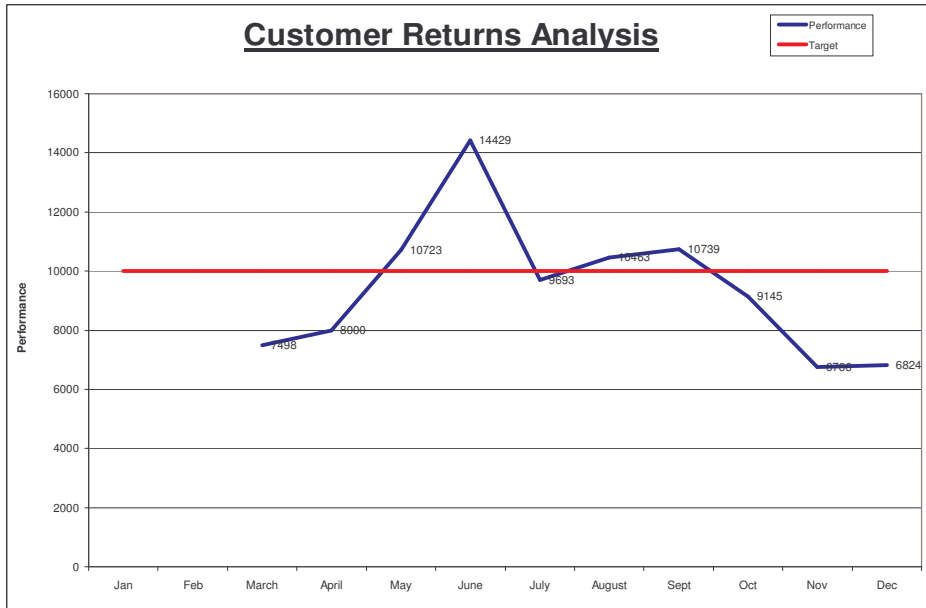
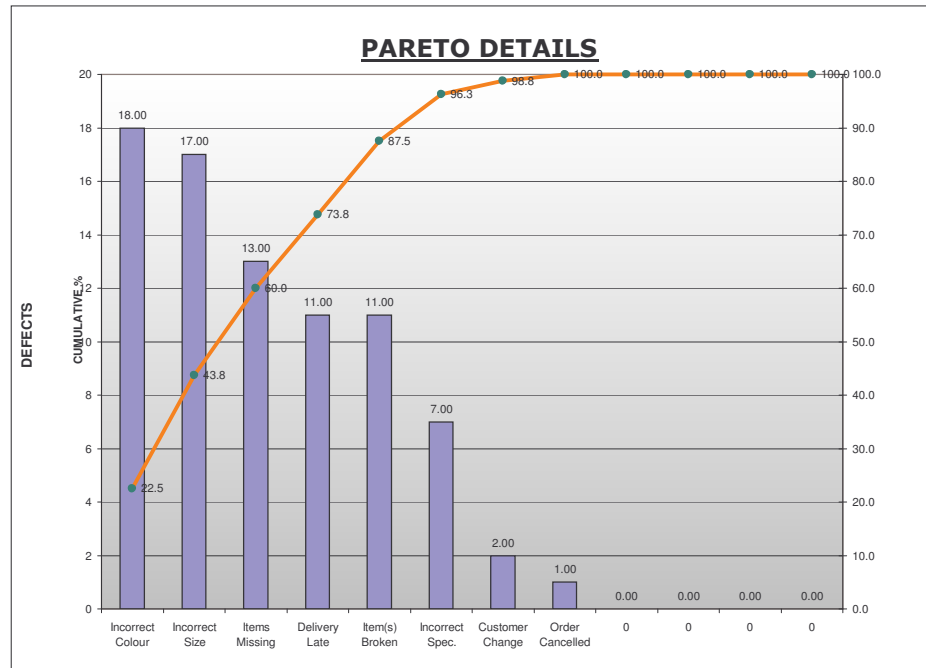


Customer Returns May - July



ITEM	CONCERN & ROOT CAUSE	FAULT	QTY THIS MONTH	QTY LAST MONTH	ACTION SUMMARY	OWNER	TARGET DATE	DATE CLOSED
1	Wrong colour - incorrect coloured part picked from store.	IC	5	6	All despatched part to have orders reviewed against despatch notes prior to despatch.	CL	07/07/07	
2	Items missing - some items from order omitted from despatch	IM	2	4	All despatched part to have orders reviewed against despatch notes prior to despatch.	CL	07/07/07	
3	Items missing - parts lists not accurate, some items no listed	IM	2	1	Some parts lists are incorrect, all parts lists to be re-checked and amended.	NW	01/06/07	25/05/07
4	Incorrect Size - incorrectly sized items picked from store	IS	4	3	All despatched part to have orders reviewed against despatch notes prior to despatch.	CL	07/07/07	
5	Delivery late - items shown as 'in stock' not available	DL	5	7	Stock records inaccurate, 'closed store' to be implemented and stock check undertaken.	MS	15/06/07	
6	Items Broken - suspect caused by insufficient packaging	IB	5	8	Investigate purchase of stronger packaging and individual boxes for smaller items.	KB	20/06/07	



Fault Code	Category	Jan	Feb	March	April	May	June	July	August	Sept	Oct	Nov	Dec	Total	PPM
1	Incorrect Colour	5.0	7.0	2.0	4.0	9.0	8.0	1.0	2.0	10.0	3.0	6.0	8.0	65.0	2688
2	Items Missing	0.0	0.0	0.0	2.0	5.0	0.0	8.0	12.0	5.0	0.0	0.0	3.0	35.0	1447
3	Delivery Late	2.0	5.0	7.0	4.0	3.0	2.0	6.0	7.0	0.0	3.0	5.0	1.0	45.0	1861
4	Item(s) Broken	6.0	0.0	0.0	0.0	4.0	7.0	0.0	0.0	3.0	10.0	1.0	0.0	31.0	1282
5	Incorrect Spec.	0.0	0.0	0.0	0.0	0.0	7.0	0.0	0.0	1.0	0.0	0.0	1.0	9.0	372
6	Incorrect Size	3.0	5.0	6.0	8.0	0.0	9.0	8.0	0.0	5.0	3.0	2.0	0.0	49.0	2026
7	Customer Change	0.0	0.0	0.0	0.0	1.0	0.0	1.0	0.0	1.0	1.0	0.0	0.0	4.0	165
8	Order Cancelled	0.0	0.0	1.0	0.0	1.0	0.0	0.0	0.0	1.0	0.0	1.0	0.0	4.0	165
9		0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0
10		0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0
11		0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0
12		0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0
	Parts Returned	16.0	17.0	16.0	18.0	23.0	33.0	24.0	21.0	26.0	20.0	15.0	13.0	242.0	
	Parts Despatched	1056	1099	2134	2250	2145	2287	2476	2007	2421	2187	2217	1905	24184	
	Performance			7498	8000	10723	14429	9693	10463	10739	9145	6766	6824	10007	

Performance Target 10000 10000 10000 10000 10000 10000 10000 10000 10000 10000 10000 10000 10000