

## Quality Performance Metrics

### Quality Performance Metric

#### On-Time Delivery

Measured as a % of shipments

#### Formal Customer Complaints

Measured as a % of shipments

#### Customer Rejections/Returns

Measured as a % of shipments

#### Customer Rejection/Rework Costs

Measured as a % of sales

#### Internal Rejection/Rework Incidents

Measured as a % of jobs

#### Internal Rejection/Rework Costs

Measured as a % of sales

#### Internal Rejection/Rework Costs

Less Supplier Credits. Measured as a % of sales

#### Formal Customer Complaint Response Cycle Time

Measured in total days

Nosco  
Consolidated  
5-Yr  
Average

Nosco  
Consolidated  
2015  
Goals

Nosco  
Consolidated  
YTD  
Actuals

Benchmark  
Data

97.8%

99.0%

**91.6%**

95.0%

0.78%

0.65%

**0.65%**

N/A

0.47%

0.37%

**0.33%**

1.0%  
2.0%  
4.0%

0.32%

0.25%

**0.26%**

1.0%

2.05%

2.08%

**1.52%**

N/A

0.73%

0.70%

**0.50%**

2.0%

0.64%

0.64%

**0.49%**

N/A

15 Days

15 Days

**14 Days**

30 Days