

**Document for :** Department-wise Quality Objectives, and Performance Monitoring  
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## Quality Objectives & Performance Monitoring

Sr. No.	Quality Objective	Target	Actual (2009-2010)	Status	Monitoring Method	Responsible Person	Remarks
1	To maintain the Rejection level below 4% of Production Value	≤ 4%	3.60%	✓ Achieved	Monthly Production Rejection Report	Production Manager	Continuous monitoring required
2	To maintain the Sales Return below 0.7% of Sales Value	≤ 0.7%	0.90%	✗ Not Achieved	Sales Return Register	Sales Manager	Corrective action plan initiated
3	To improve On-time Delivery Performance	≥ 95%	96%	✓ Achieved	Dispatch Records	Logistics Manager	Target achieved consistently
4	To reduce Customer Complaints	≤ 5 per year	7	✗ Not Achieved	Complaint Register	Quality Manager	Action plan required to analyze causes
5	To increase First-Pass Yield (FPY)	≥ 92%	91%	✗ Not Achieved	In-process Inspection Reports	QA Executive	Root cause analysis to be done