



Rebound Electronics

QUALITY OBJECTIVES

- To achieve high levels of product quality and conformity, with a targeted customer rejection rate of no more than 0.5%
- To continuously review, evaluate and develop our supplier base to achieve a core of preferred suppliers.
- Review KPI results quarterly to ensure they are met and work to improve areas where they are not:
 - Customer on Time Delivery (COTD)– Equal to or more than 99.5%
 - Quality of Shipments (CRMA) - Equal to or more than 99.5%
 - Supplier on Time Delivery (SOTD) - Equal to or more than 85%
 - Quality of Receipts (SRMA) - Equal to or more than 98%

Reviewed & Approved by:

Date: July 2020

Simon Thake

CEO – Rebound Technology Group

A member of the Rebound Technology Group

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