

QUALITY OBJECTIVES:

THE QUALITY OBJECTIVES OF ACCU SHARP ARE AS BELOW:

- 1) 100% ON TIME DELIVERY TO CUSTOMER PER MONTH – (MFG. DEPT.)**
- 2) REJECTION % OF ACCU SHARP – AT CUSTOMER END –5 % REDUCTION PER YEAR OF THE CURRENT STATUS (QA DEPT).**
- 3) REJECTION % OF ACCU SHARP – AT IN-HOUSE – 5 % REDUCTION PER YEAR OF THE CURRENT STATUS.**
- 4) CUSTOMER SATISFACTION INDEX MINIMUM 90 % PER ANNUM – (MKT. DEPT.)**
- 5) TRAINING HRS OF ALL EMPLOYEES – MINIMUM 12 HRS PER ANNUM – (MR)**
- 6) INCREASE IN SALES TURNOVER – 10 % PER ANNUM OF THE CURRENT STATUS. (DIRECTOR)**

END. NO : 01

REV. NO. : 00

REL. DT. : 02/05/2005

PREPARED BY – MR

APPROVED BY- MR