



# Quality Objectives

## (Key Performance Indicators)

### 1. Customer Satisfaction:

- 1.1. 98% of all shipments made on or before the agreed to MSL shipment date, referred to as on-time delivery (OTD).

**Note: MSL will not take action until OTD falls below 80% for three consecutive months.**

- 1.2. Less than 2.0% for nonconforming parts received by customer.
  - 1.2.1. The calculation is based on number of confirmed unique return events divided by the number of shipments made in the month.