

## Quality Targets

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The quality targets for Penlink are:

1. Maximum 5 % customer complaints - measured against delivered orders to customers.
2. On time delivery minimum 95% to customers - measured against all orders delivered to customers.
3. Maximum 30 days average repair time on RMA's.
4. Minimum 5 improvement proposals per year.

### Action Plan

Action plan to achieve our targets:

1. Customer complaints are registered into our CRM, ZOHO.
  - We measure these complaints during our management reviews to make sure we meet our target.
  - By controlling our processes, and our suppliers we can limit complaints.
2. Delivery time to our customer shall always be agreed in writing/contracts and extended to our partners (suppliers).
3. By working actively with our RMA's and processes, the turnaround time can be reduced.
4. We shall internally work to identify proposals, to improve our processes.