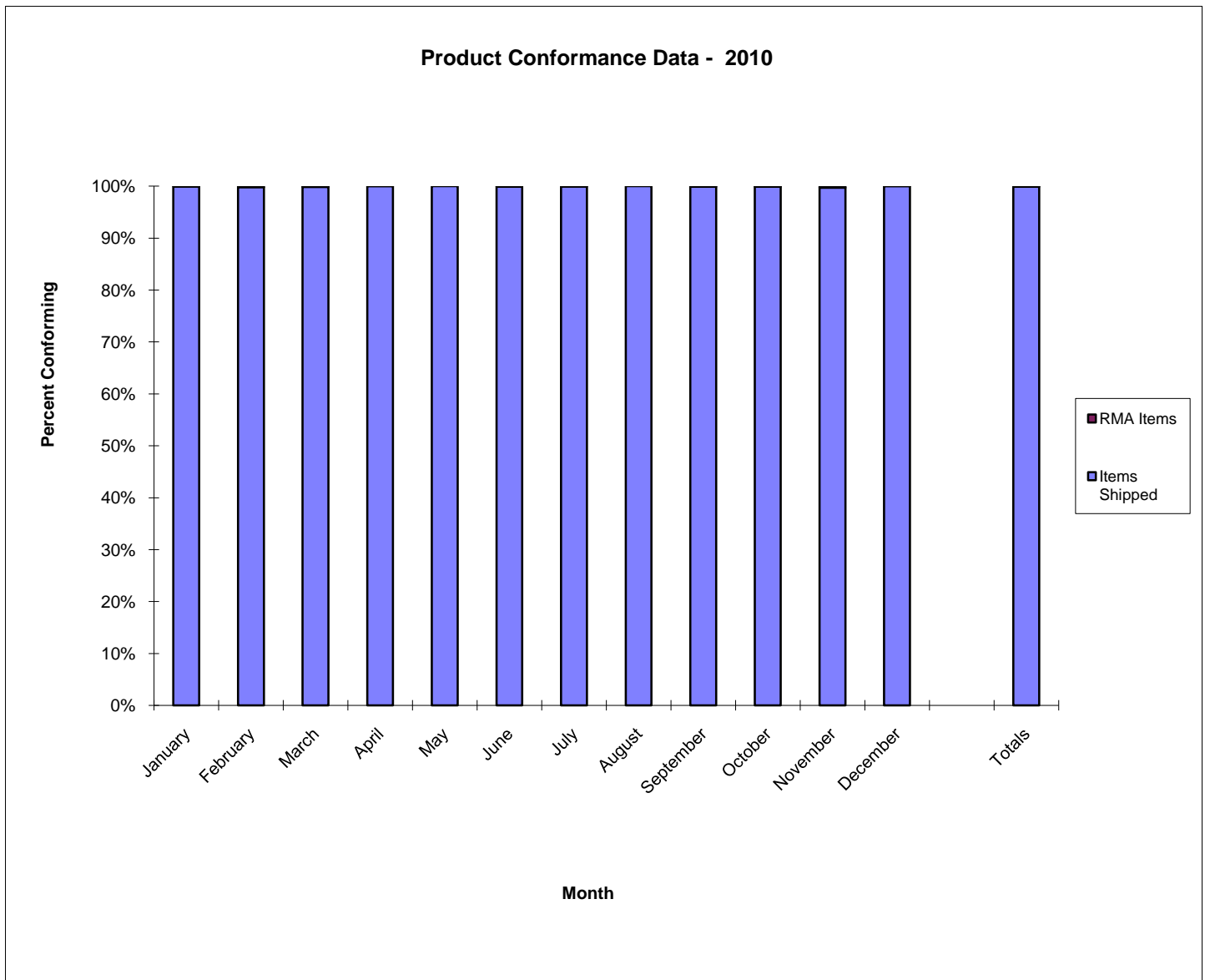


ICTC, Inc. - Quality Performance
Conformance Measurement Data - Items Shipped v RMA Items
2010

Month	Items Shipped	RMA Items	Percent RMA	Comments	Percent Conforming Items
January	168,235	82	0.049%		99.951%
February	170,976	346	0.202%		99.798%
March	374,880	551	0.147%		99.853%
April	294,685	4	0.001%		99.999%
May	192,178	0	0.000%		100.000%
June	196,547	149	0.076%		99.924%
July	202,523	23	0.011%		99.989%
August	212,400	0	0.000%		100.000%
September	205,021	118	0.058%		99.942%
October	175,694	116	0.066%		99.934%
November	108,680	294	0.270%		99.730%
December	196,161	1	0.001%		99.999%
Totals	2,497,980	1,684	0.067%	% Conformance	99.933%



Quality Objective = 100% Product Conformance

RMA records may be consulted for workmanship/process anomalies and design issues.