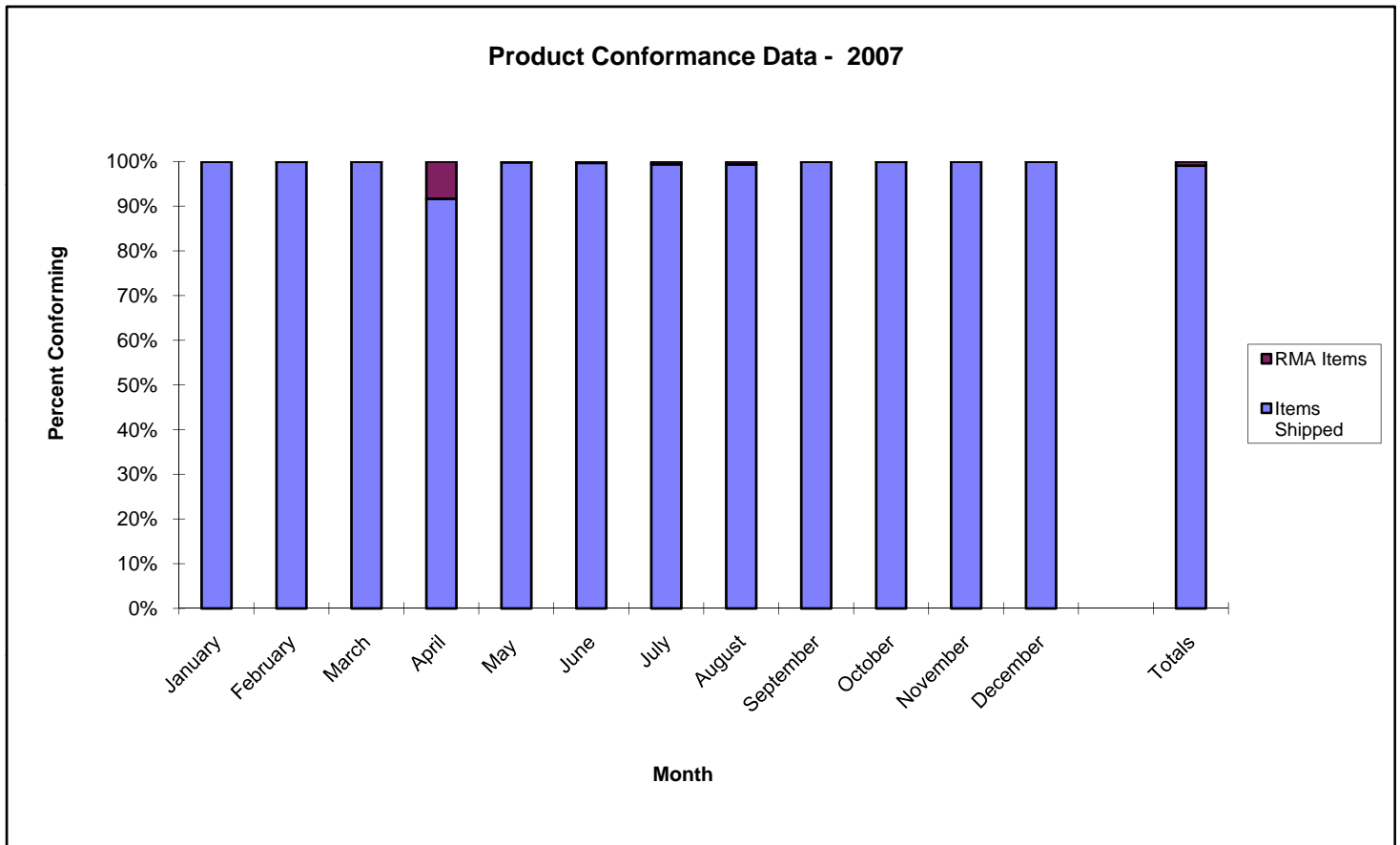


**ICTC, Inc. - Quality Performance**  
**Conformance Measurement Data - Items Shipped v RMA Items**  
**2007**

Month	Items Shipped	RMA Items	Percent RMA	Comments	Percent Conforming Items
January	76,763	28	0.036%	27-00001; 27-00002 thru 27-00006 (Design-related)	99.964%
February	118,493	63	0.053%	27-00007 (Design-related); 27-00008, 27-00009	99.947%
March	174,476	49	0.028%	27-00010 (Eval); 27-00011, 27-00012 (Withdrawn); 27-00013 (Withdrawn); 27-00014	99.972%
April	104,297	9,460	8.316%	27-00015 thru 27-00019	91.684%
May	120,937	195	0.161%	27-00020 (Withdrawn); 27-00021 thru 27-00024	99.839%
June	42,515	122	0.286%	27-00026 (Design-related); 27-00028; 27-00029 (Withdrawn); 27-00030; 27-00031	99.714%
July	115,046	712	0.615%	27-00032 (Withdrawn); 27-00033; 27-00037; 27-00038; 27-00039	99.385%
August	128,496	840	0.649%	27-00040 thru 27-00044; 27-00045 (Value-add applied to consigned parts in error; shared responsibility; reworked)	99.351%
September	89,284	40	0.045%	27-00046, 27-00047; 27-00048 (Withdrawn); 27-00049	99.955%
October	96,081	55	0.057%	27-00050; 27-00051; 27-00052; 27-00053	99.943%
November	90,904	11	0.012%	27-00054 (Marty) Eval OK; 27-00055 (FA Rej. - resubmitted OK)	99.988%
December	94,438	30	0.032%	27-00056, (FA Rej. - resubmitted OK), 27-00057 (FA Rej. - RMA withdrawn)	99.968%
<b>Totals</b>	<b>1,251,730</b>	<b>11,605</b>	<b>0.919%</b>	<b>% Conformance</b>	<b>99.081%</b>



**Quality Objective = 100% Product Conformance**

**RMA records may be consulted for workmanship/process anomalies and customer-related design issues.**