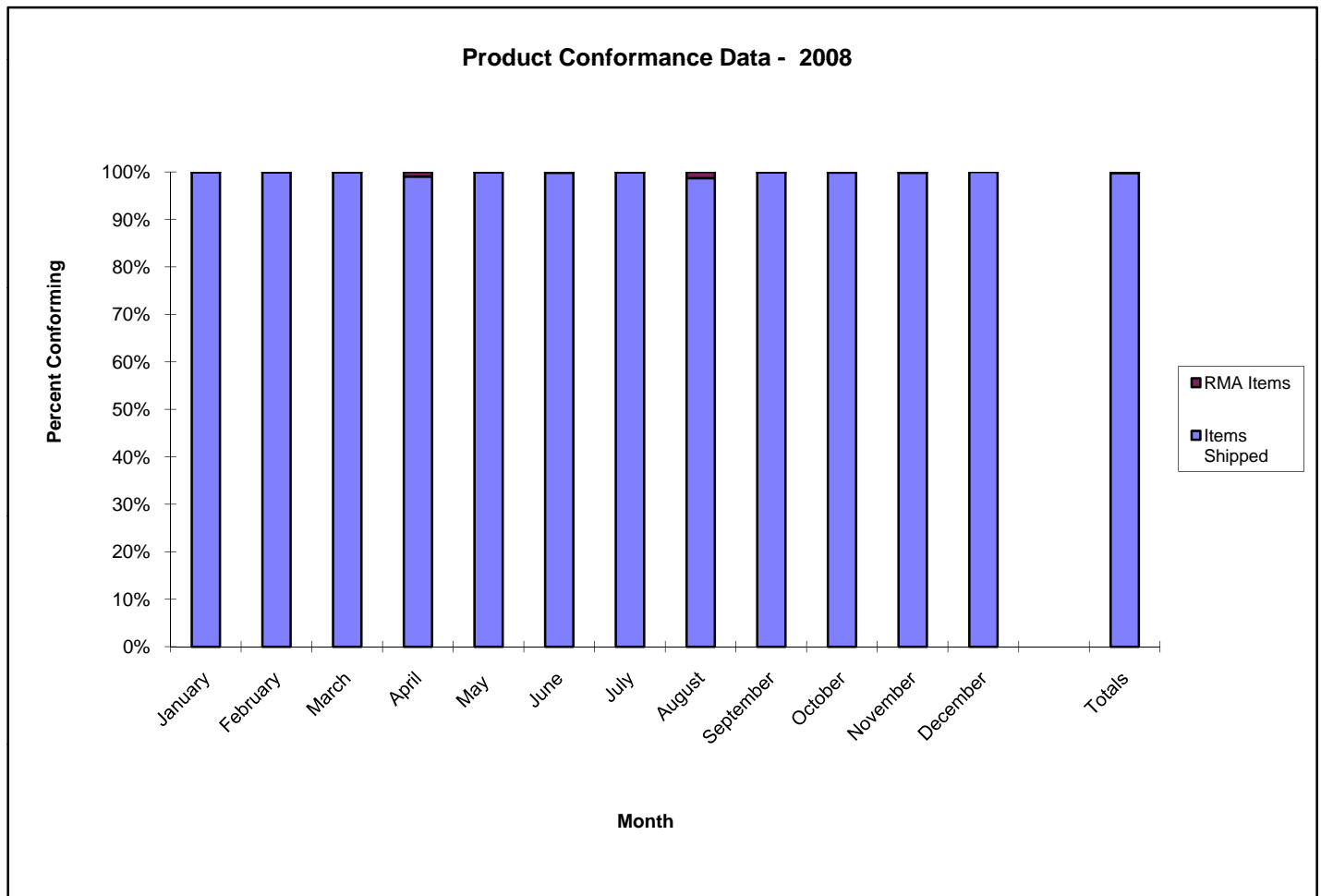


ICTC, Inc. - Quality Performance
Conformance Measurement Data - Items Shipped v RMA Items
2008

Month	Items Shipped	RMA Items	Percent RMA	Comments	Percent Conforming Items
January	148,243	97	0.065%	28-00001, 2, 3, 4 & 1 withdrawn	99.935%
February	34,672	6	0.017%	28-00005, 28-00006	99.983%
March	52,861	5	0.009%	28-00007	99.991%
April	59,741	576	0.955%	28-00008 (Evaluation of vendor issue)	99.045%
May	185,461	16	0.009%	28-00009, 28-00010 (cables from different sources for evaluation/repair), 28-00011, 12, 13, 15 & 1 withdrawn	99.991%
June	183,982	270	0.147%	28-00016, 17, 18	99.853%
July	310,100	131	0.042%	28-00019, 20, 21, 22, 23, 24, 25	99.958%
August	224,033	2920	1.287%	28-00026, 28 (Screening of vendor issue), 29	98.713%
September	261,627	112	0.043%	28-00030, 31, 32	99.957%
October	236,230	232	0.098%	28-00033, 37, 28-00038, 39, 28-00040, 40a, 41	99.902%
November	294,929	403	0.136%	28-00043, 44, 45	99.864%
December	333,189	0	0.000%		100.000%
Totals	2,325,068	4,768	0.205%	% Conformance	99.795%



Quality Objective = 100% Product Conformance

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