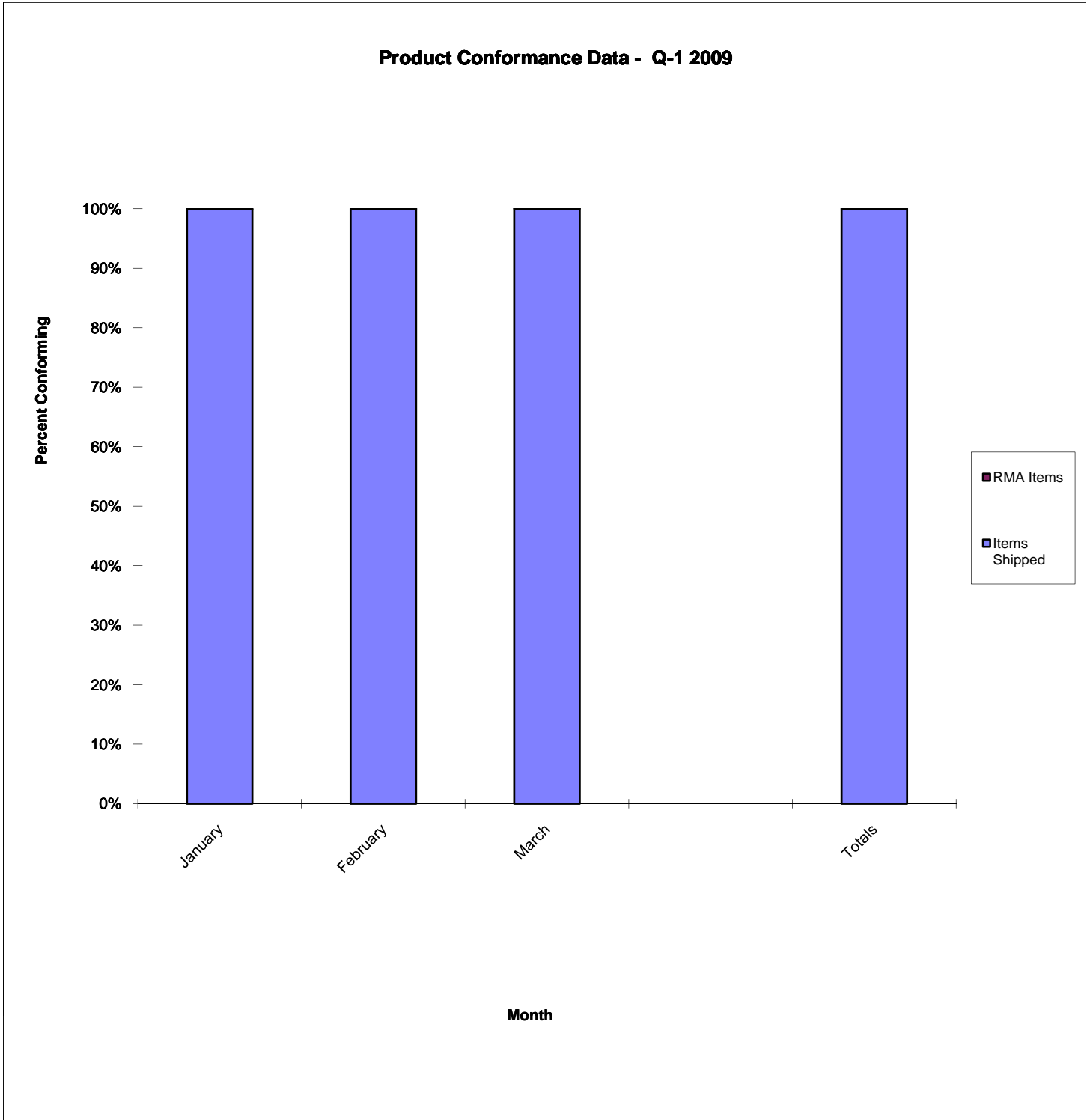


ICTC, Inc. - Quality Performance
Conformance Measurement Data - Items Shipped v RMA Items
Q-1 2009

Month	Items Shipped	RMA Items	Percent RMA	Comments	Percent Conforming Items
January	188,975	100	0.053%	29-00001	99.947%
February	91,349	3	0.003%	29-00005, 6	99.997%
March	236,439	1	0.000%	29-00007	100.000%
Totals	516,763	104	0.020%	% Conformance	99.980%



Quality Objective = 100% Product Conformance

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