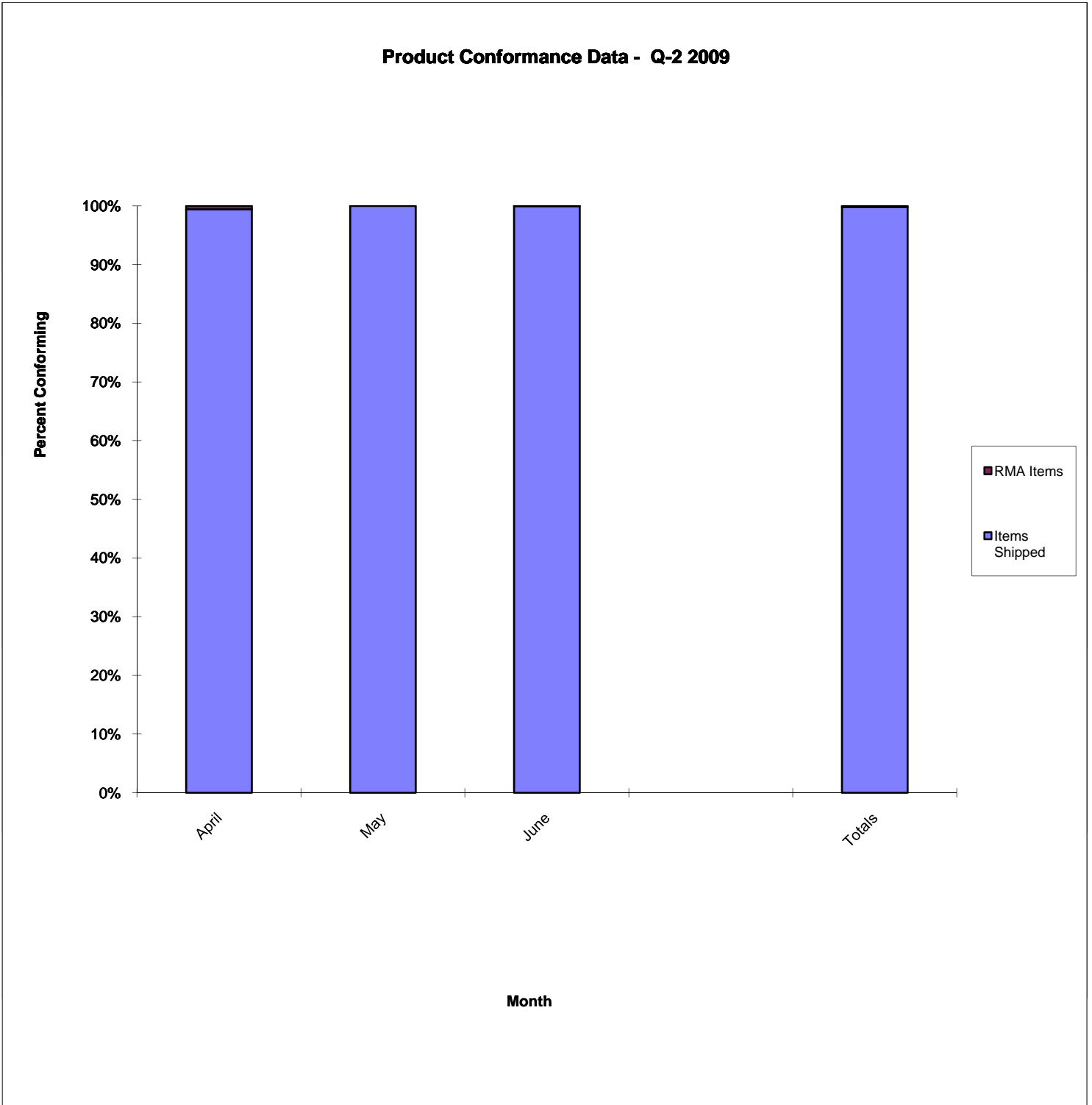


ICTC, Inc. - Quality Performance
Conformance Measurement Data - Items Shipped v RMA Items
Q-2 2009

Month	Items Shipped	RMA Items	Percent RMA	Comments	Percent Conforming Items
April	176,526	1,038	0.585%	Replace labels with brand of preference	99.415%
May	164,510	0	0.000%		100.000%
June	229,949	42	0.018%	RMA7	99.982%
Totals	570,985	1,080	0.189%	% Conformance	99.811%



Quality Objective = 100% Product Conformance

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