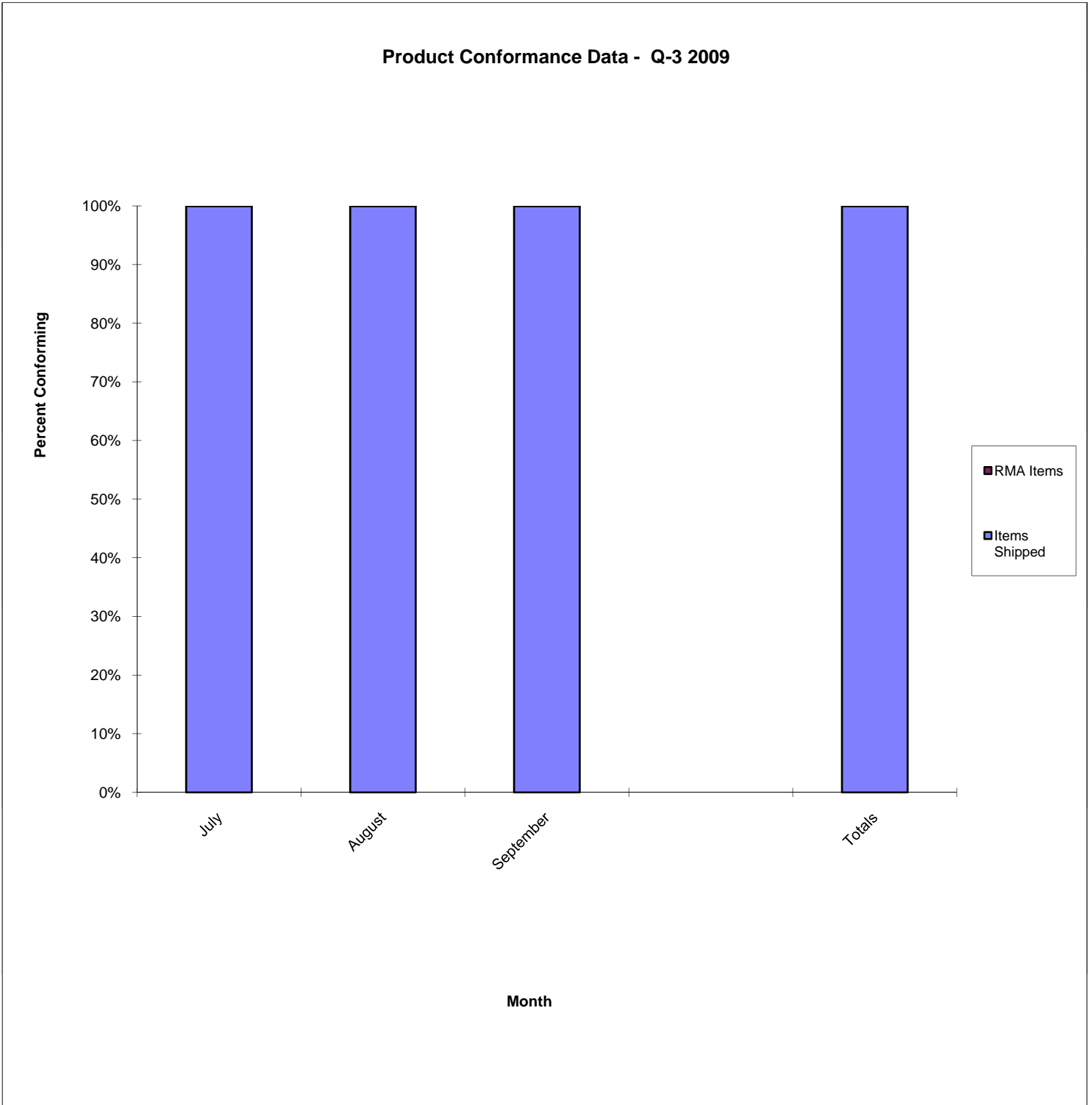


ICTC USA - Quality Performance
Conformance Measurement Data - Items Shipped v RMA Items
Q-3 2009

Month	Items Shipped	RMA Items	Percent RMA	Comments	Percent Conforming Items
July	115,730	1	0.00086%	RMATB2 - Product damaged by Customer; returned for repair	99.99914%
August	271,158	1	0.00037%	RMA16 - FA rejection	99.99963%
September	313,562	4	0.00128%	RMA19 & 20 (1 pc ea) RMA 21 (2 pcs)	99.99872%
Totals	700,450	6	0.00086%	% Conformance	99.99914%



Quality Objective = 100% Product Conformance

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