

Flight Director, Inc.
Policy/Procedures Manual

20.0 STATISTICAL TECHNIQUES-

FDI will demonstrate the ability to track performance and customer satisfaction in the following areas:

1. Overall quality and condition of part supplied
2. Correct and complete documentation accompanying part
3. Timely delivery
4. Warranty returns/premature part failures
5. Overall satisfaction with customer service level provided

FDI will use various internal reports concerning warranty returns and credit returns, in conjunction with customer feedback, to compile data. Performance will be calculated as a percentage based on number of parts sold during a particular time frame compared to number of parts rejected during the same time frame. Customer feedback will be actively solicited in the form of customer satisfaction surveys to determine performance in some areas.

The data will be compiled by the QA Manager and reviewed at the management review meetings. The management review team will set goals for improving performance and customer satisfaction. FDI will also take into account any customer specific service level agreements when setting performance criteria and goals.

FDI's goal is to maintain a warranty return rate of less than 3% of total sales, a credit return rate of less than 3%, and an overall customer satisfaction rate of 97%.