



# **Plasma Ruggedized Solutions, Inc.**

## **Quality Objectives**

**On Time Delivery at 95%, measured by total orders shipped on-time, divided by total orders shipped.**

**1<sup>st</sup> Pass Yield at 98%, measured by SPC data collected monthly.**

**Customer Sales Return “CSR” at 0.990%, measured by total customer sales, minus total customer returns, divided by the total customer sales.**