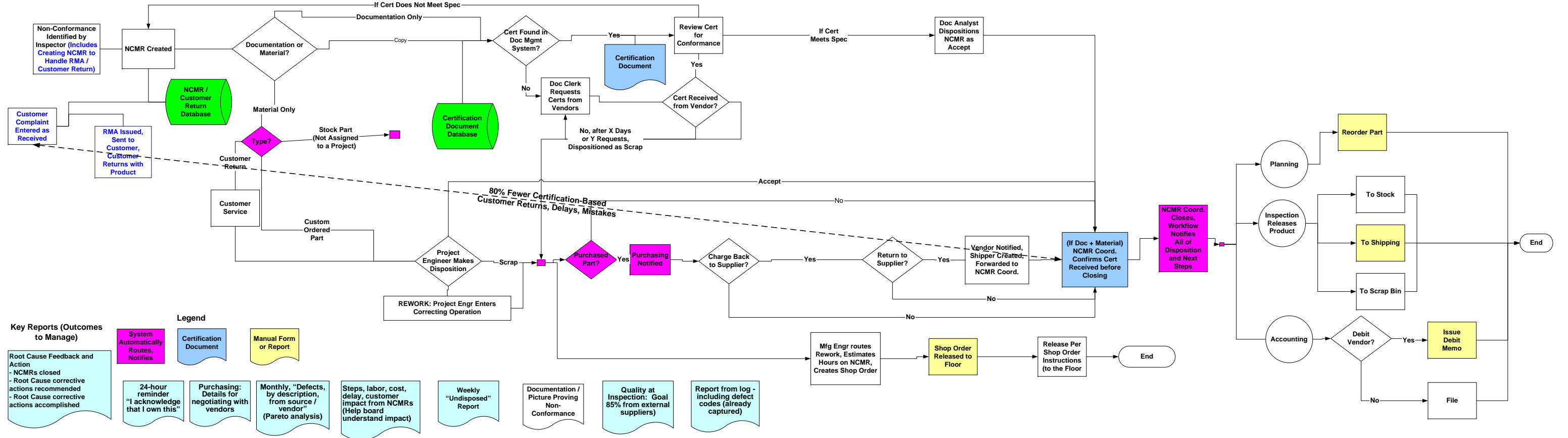


NCMR and RMA Process AFTER

(Non-Conforming Material Report and Customer Returns, CONFIDENTIAL INFORMATION REMOVED, SOME ITEMS CHANGED)



Key Reports (Outcomes to Manage)

- Root Cause Feedback and Action
 - NCMRs closed
 - Root Cause corrective actions recommended
 - Root Cause corrective actions accomplished

- System Automatically Routes, Notifies
- 24-hour reminder "I acknowledge that I own this"
- Purchasing: Details for negotiating with vendors
- Monthly, "Defects, by description, from source / vendor" (Pareto analysis)
- Steps, labor, cost, delay, customer impact from NCMRs (Help board understand impact)
- Weekly "Undisposed" Report
- Documentation / Picture Proving Non-Conformance
- Quality at Inspection: Goal 85% from external suppliers
- Report from log - including defect codes (already captured)

Legend

- System Automatically Routes, Notifies
- Certification Document
- Manual Form or Report

