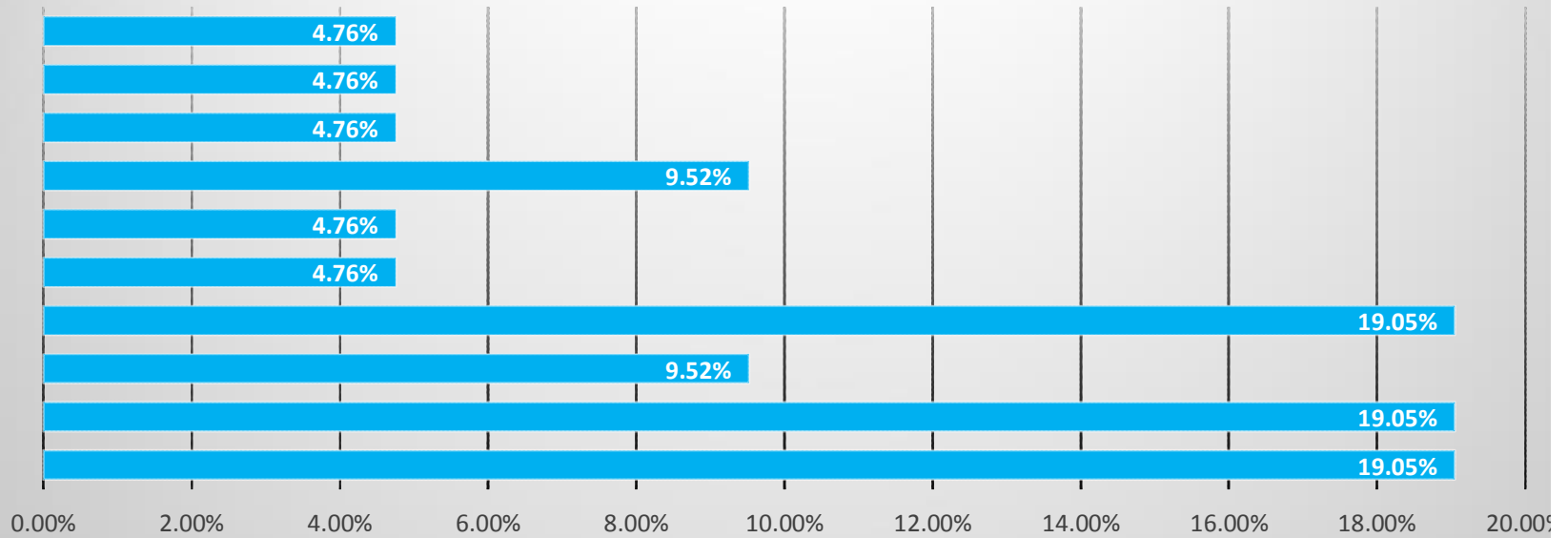


Causes of customer rejections as at 1st November 2014 12month data



	Dimensional failure from supplier	Incorrect Threadfit	Poor quality from supplier	Incorrect order input by JP	Incomplete JP paperwork	Poor packaging	Incorrect JP stock details	Supplied incorrect part	Foreign objects and debris found	Poor or incorrect finish
% Failure	19.05%	19.05%	9.52%	19.05%	4.76%	4.76%	9.52%	4.76%	4.76%	4.76%