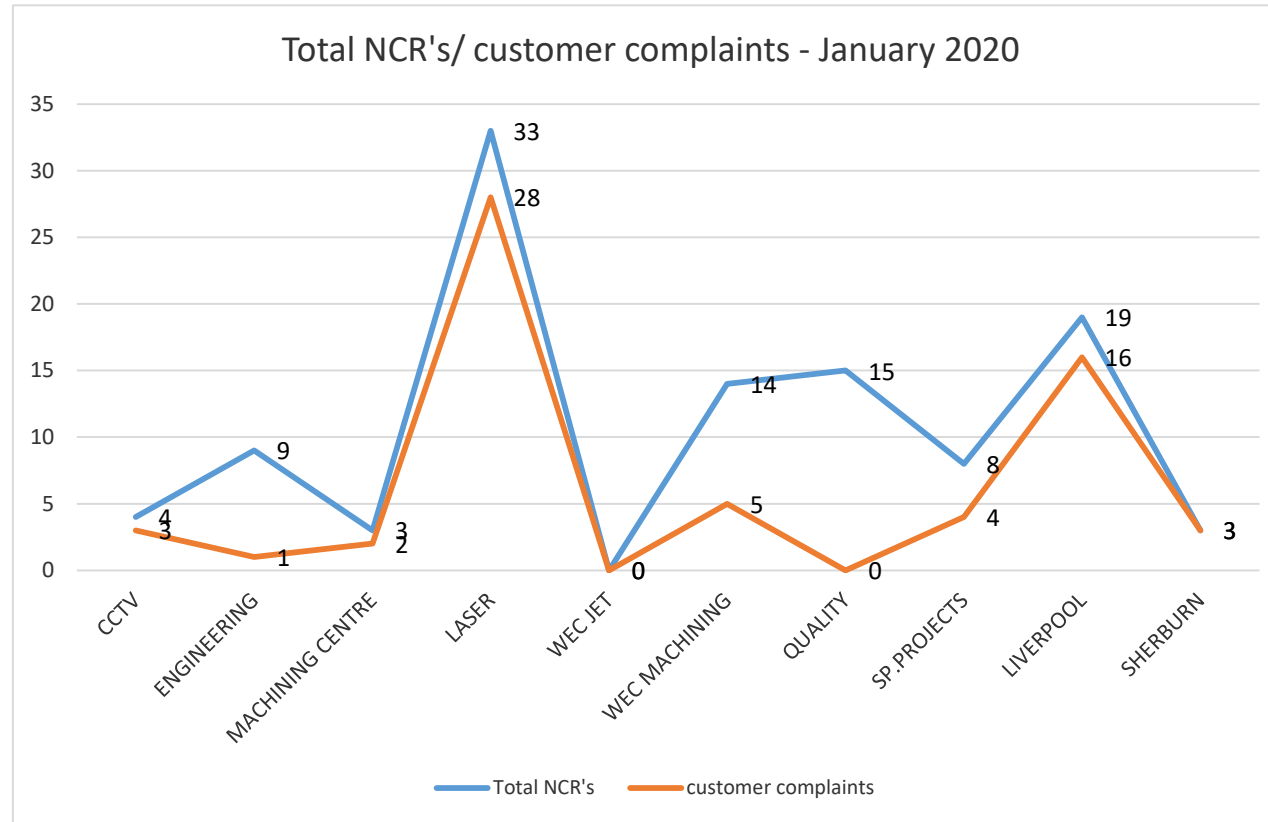


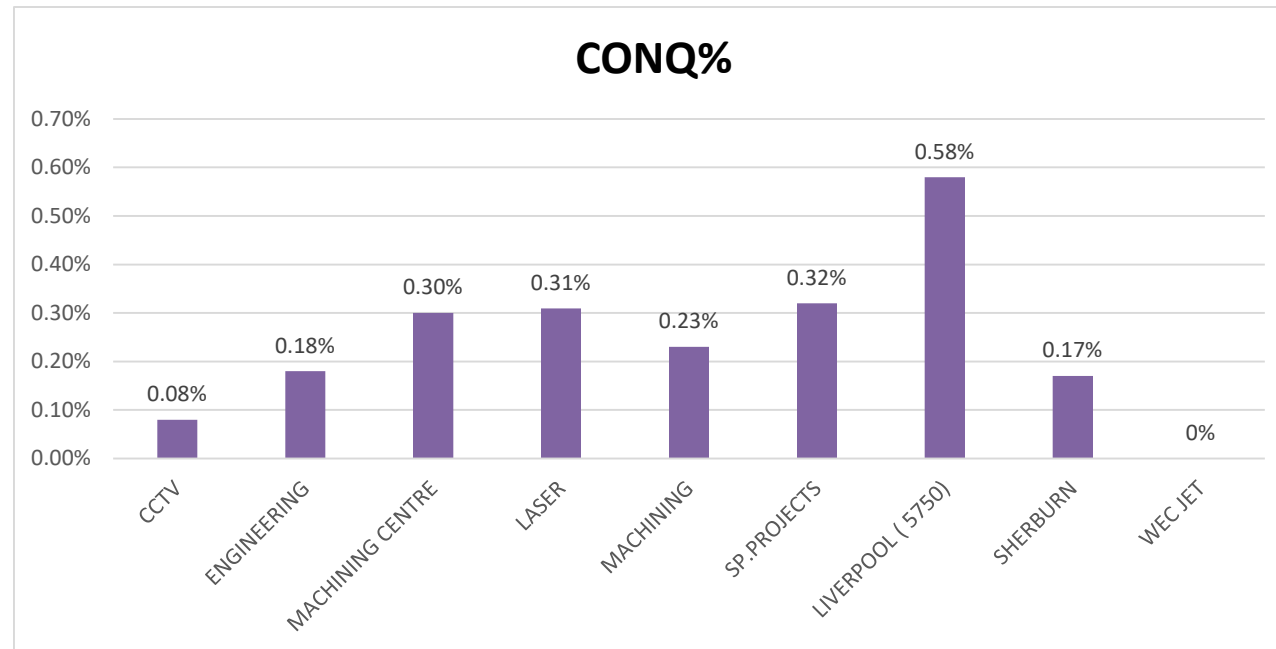
WEC NEW DASHBOARD

January 2020

NCR/customer complaints



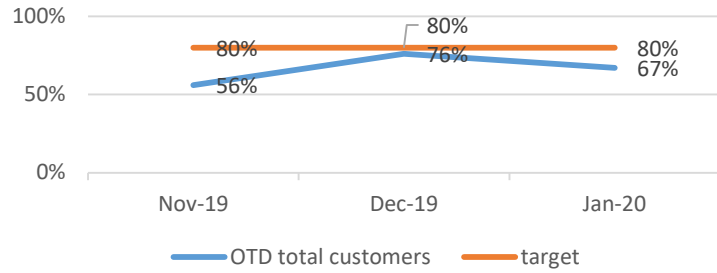
COST OF NON-QUALITY-YTD



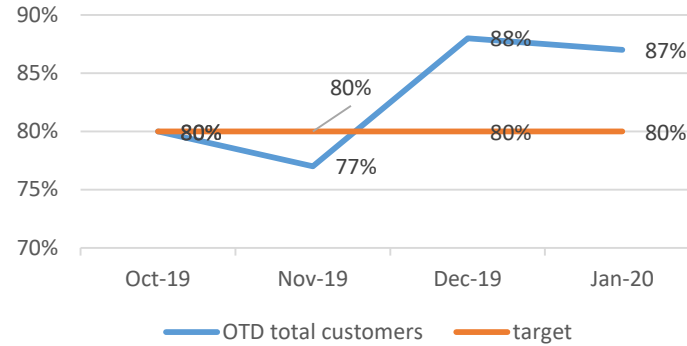
To a target of <1%

OTD PER DEPARTMENT JANUARY 2020

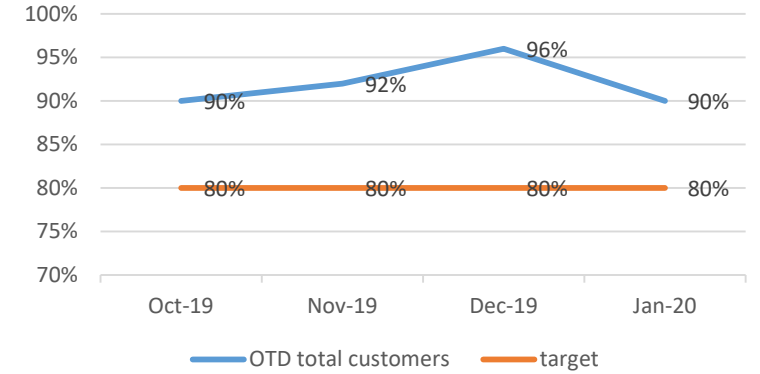
OTD ENGINEERING



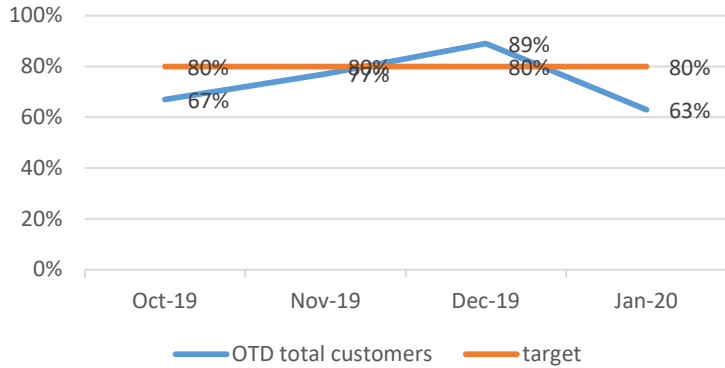
OTD LASER



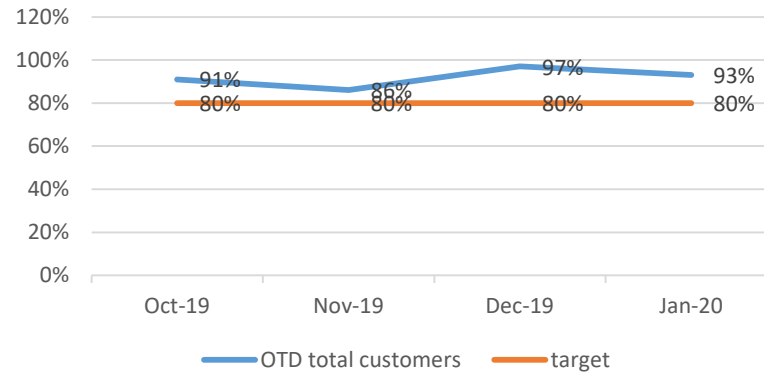
OTD WEC JET



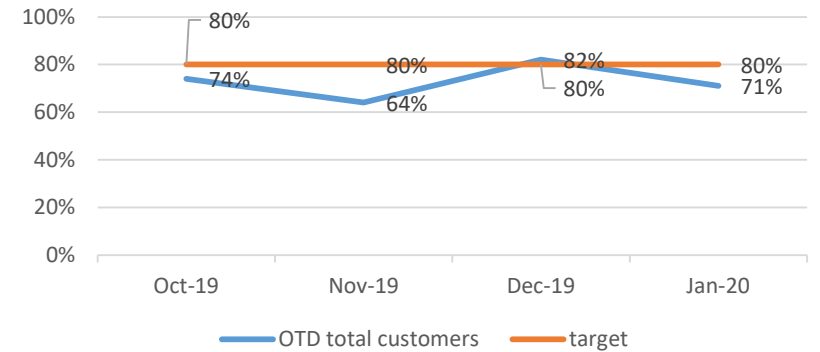
OTD LARGE MACHINING



OTD MACHINING



OTD SPECIAL PROJECTS

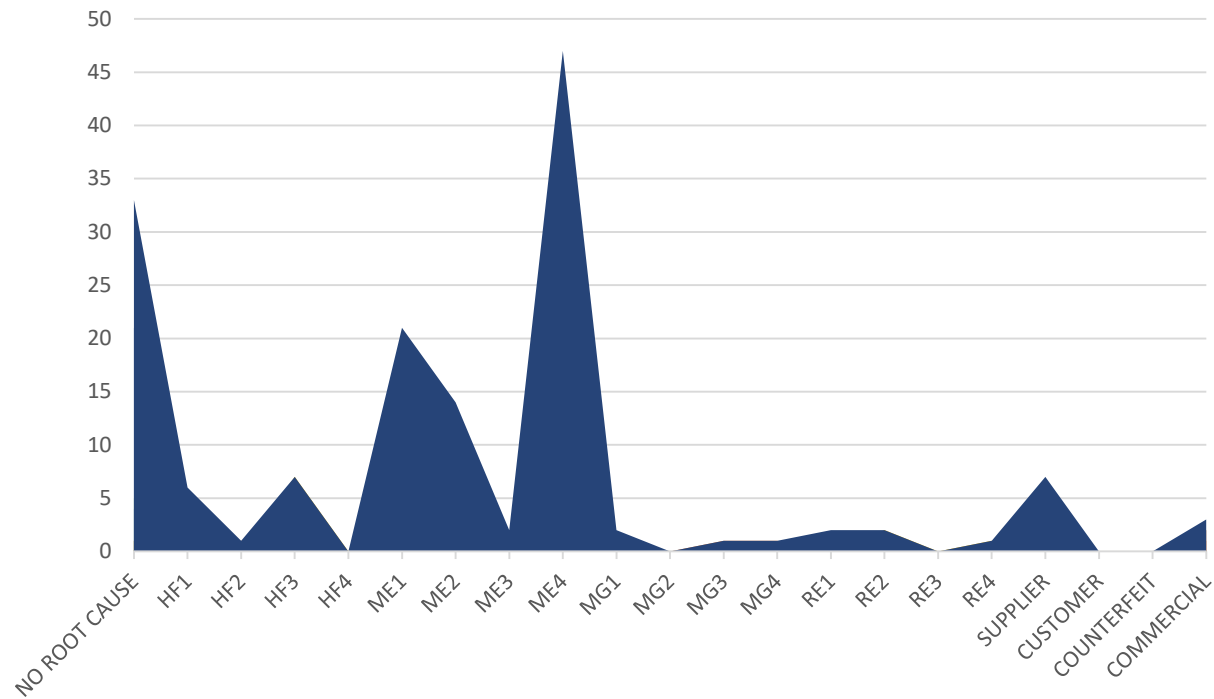


Root causes

ROOT CAUSES JANUARY 2020

DEPARTMENT	NO ROOT	HF1	HF2	HF3	HF4	ME1	ME2	ME3	ME4	MG1	MG2	MG3	MG4	RE1	RE2	RE3	RE4	SUPPLIER	CUSTOMER	COUNTERFEIT	COMMERCIAL
TOTAL WEC GROUP	33	6	1	7	0	21	14	2	47	2	0	1	1	2	2	0	1	7	0	0	3

ME4= INADEQUATE VERIFICATION AND VALIDATION



CauseGroup	RootCause	CauseCode	CauseTitle
Resources	RE1-Resources-IPC	RE1	Inadequate people capability
Resources	RE2-Resources-IOI	RE2	Inadequate operating infrastructure
Resources	RE3-Resources-IOE	RE3	Inadequate operating environment
Resources	RE4-Resources-IPE	RE4	Inadequate provision of equipment
Management	MG1-Management-LTP	MG1	Lack of training provision
Management	MG2-Management-URR	MG2	Unclear roles and responsibilities
Management	MG3-Management-IOG	MG3	Inadequate organisational governance
Management	MG4-Management-IC	MG4	Inadequate communication
Methods	ME1-Methods-LOPC	ME1	Lack of operational planning and control
Methods	ME2-Methods-IDI	ME2	Inadequate documented information
Methods	ME3-Methods-ICDI	ME3	Inadequate control of documented information
Methods	ME4-Methods-IVP	ME4	Inadequate verification or validation of process, product or service
Human Factors	HF1-HumanFactors-LC	HF1	Lack of attention or concentration
Human Factors	HF2-HumanFactors-PS	HF2	Pressure and stress
Human Factors	HF3-HumanFactors-D	HF3	Distraction
Human Factors	HF4-HumanFactors-F	HF4	Fatigue