

## Index

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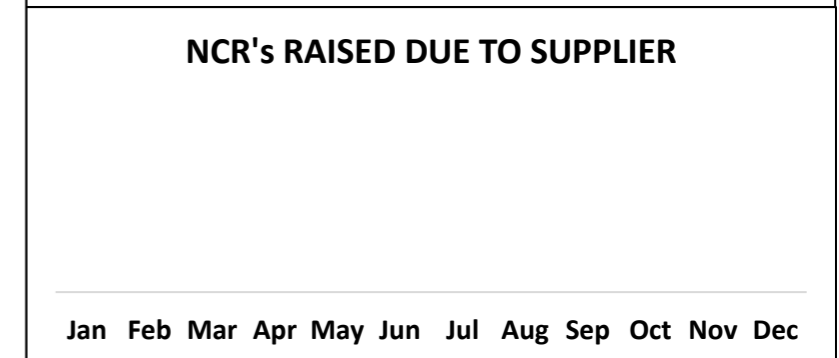
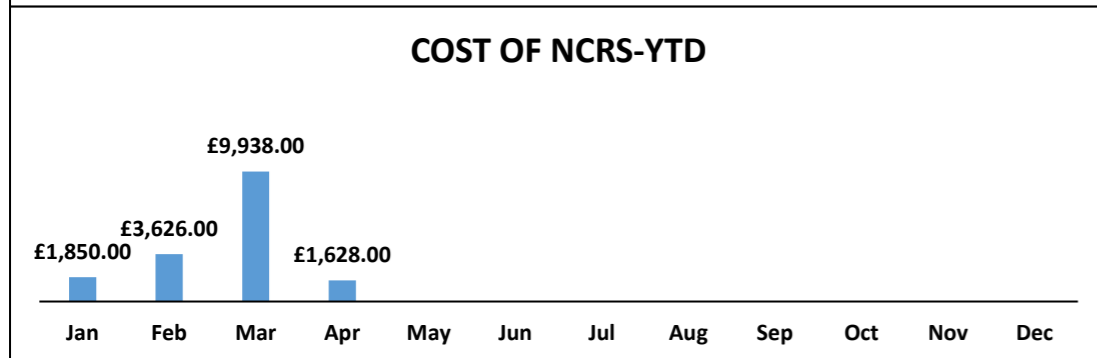
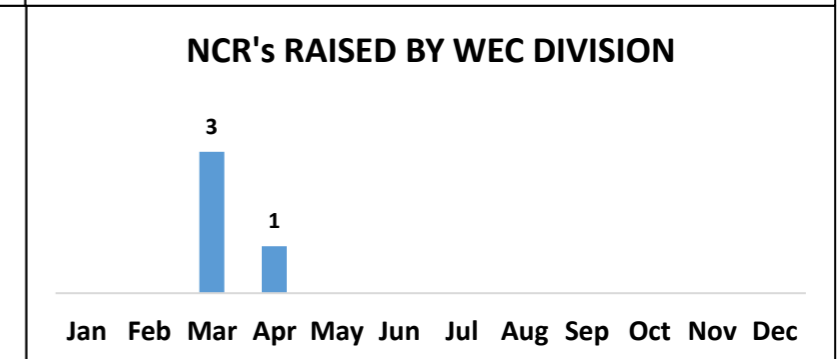
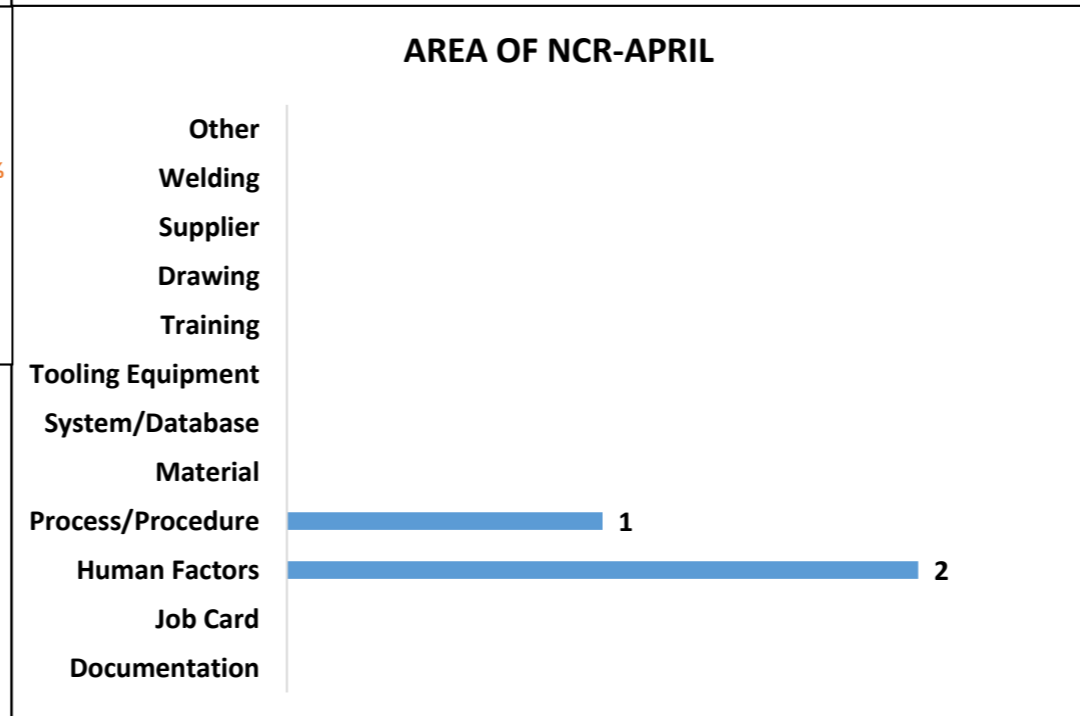
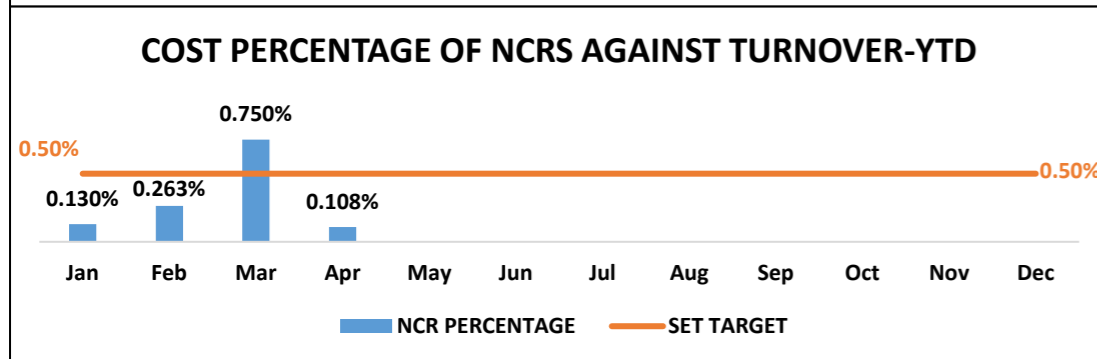
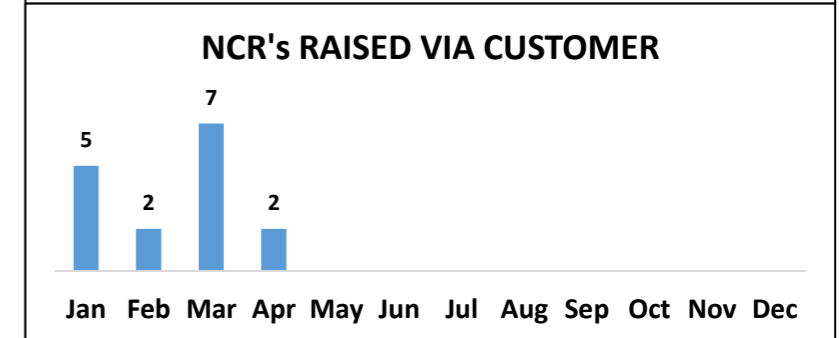
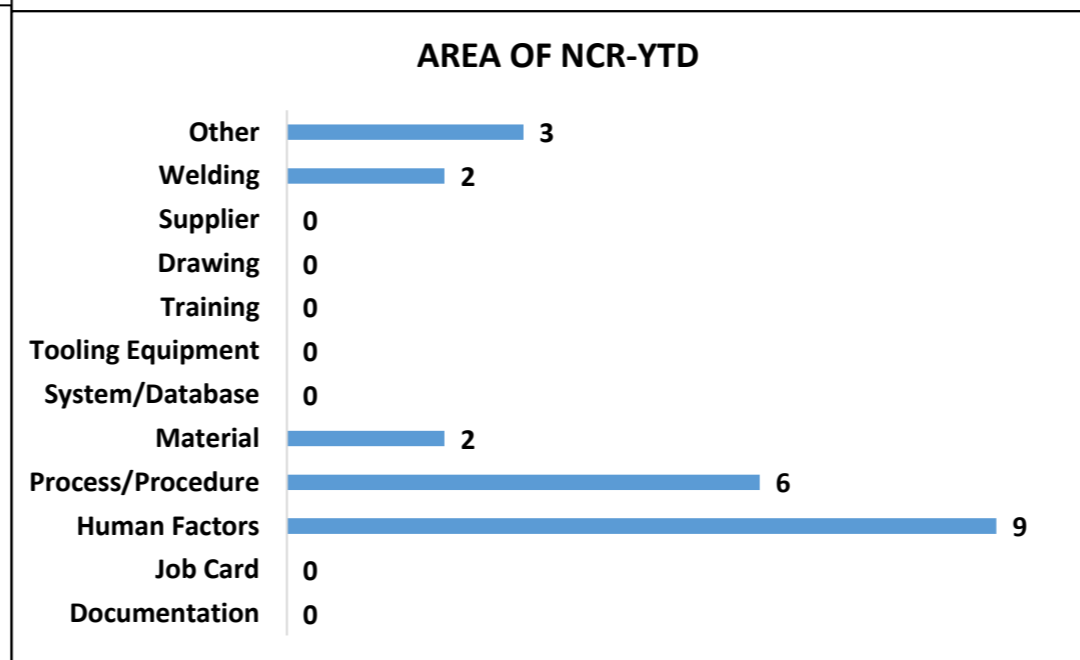
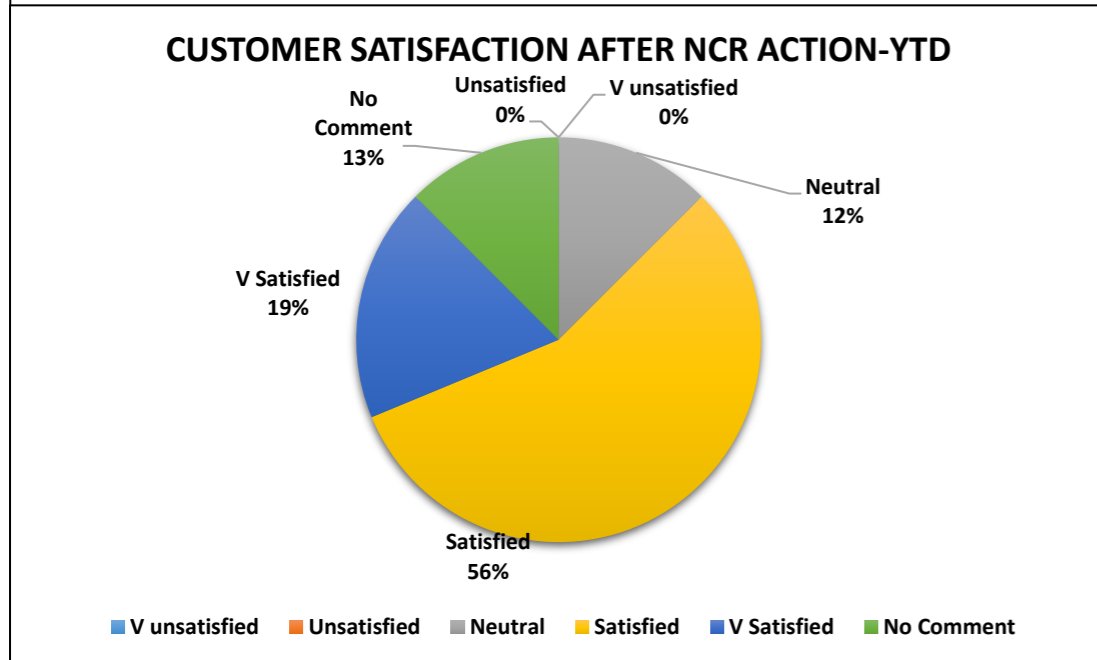
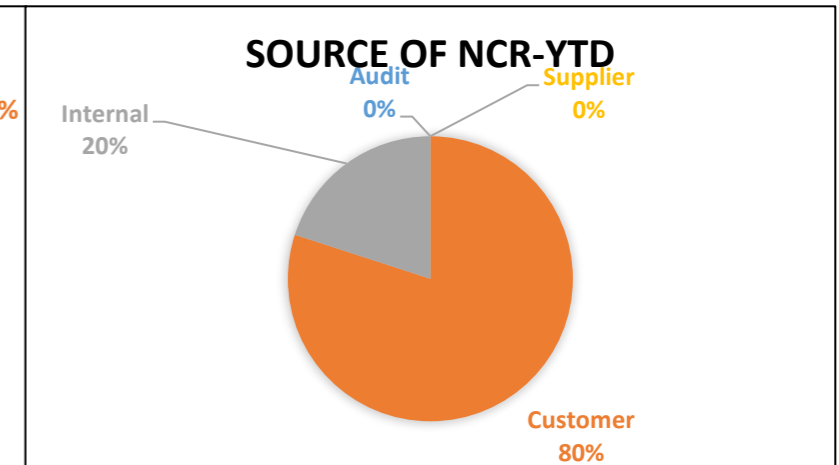
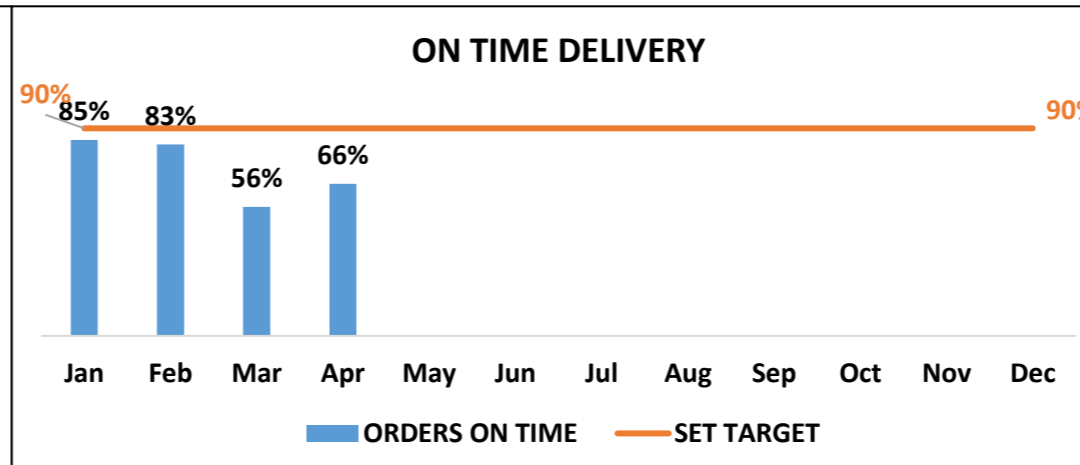
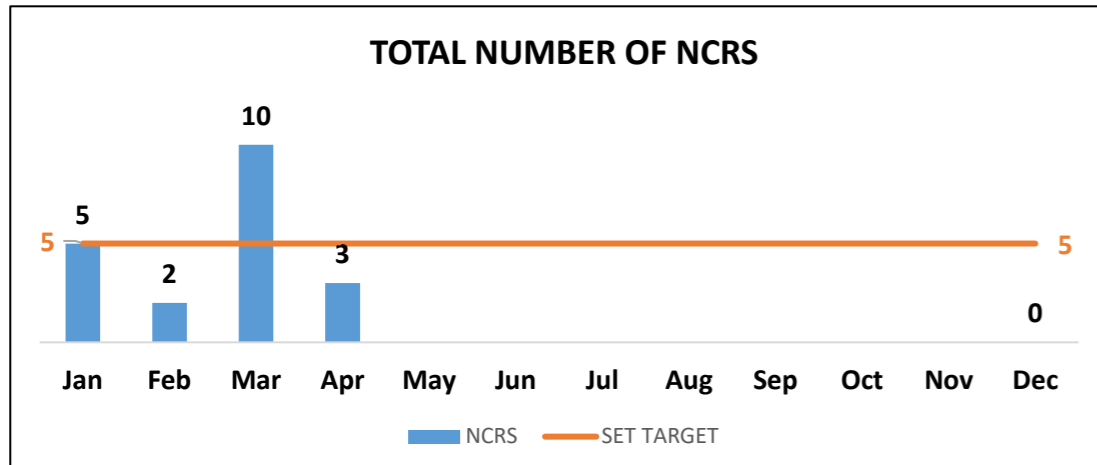
### Divisional Managers responsibilities:

- Review the KPI data to ensure your division has not exceeded the set targets
- If the set targets have been exceeded, then that division is required to investigate the reasons why they have exceeded
- Once investigated, improvement actions should be considered and implemented if reasonably practicable

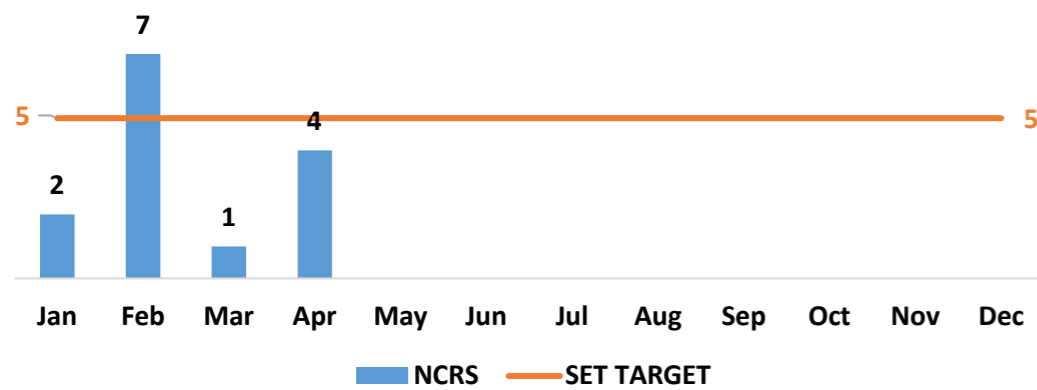
If improvements aren't seen through the KPI data, then consideration will be made to add them as a set objective for the relevant division.

**Note:** If supplier KPIs exceed the set target, then the Group Quality Manager is responsible to consider and implement actions if reasonably practicable.

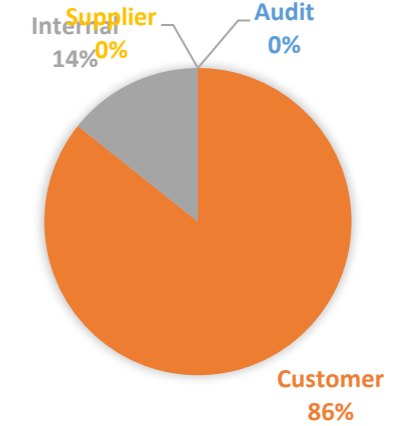
## APRIL 2023



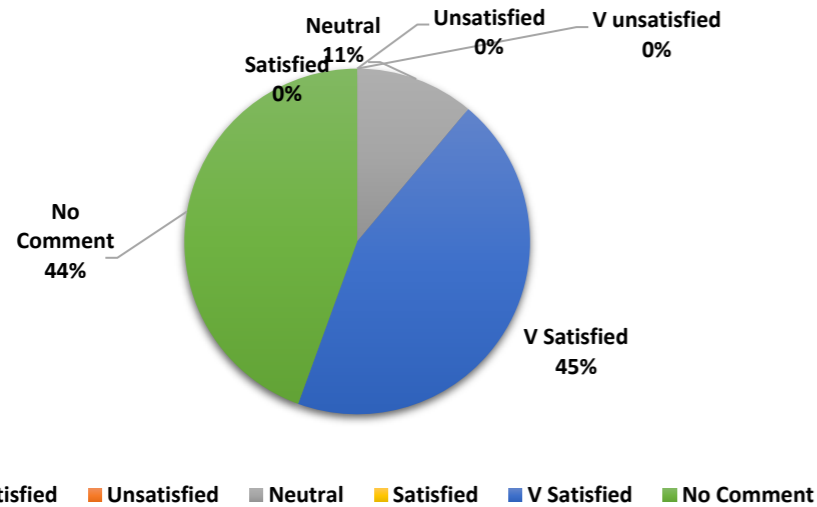
### TOTAL NUMBER OF NCRS



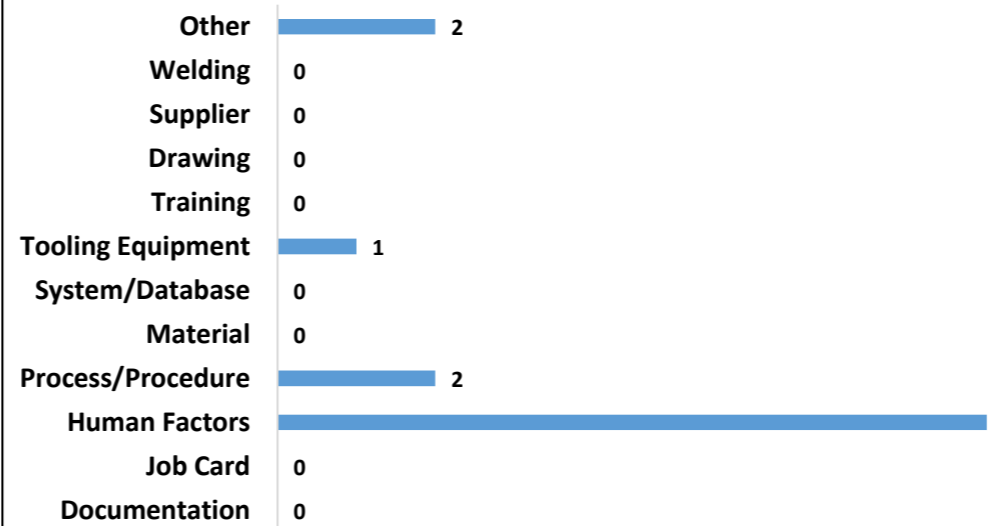
### SOURCE OF NCR-YTD



### CUSTOMER SATISFACTION AFTER NCR ACTION-YTD



### AREA OF NCR-YTD



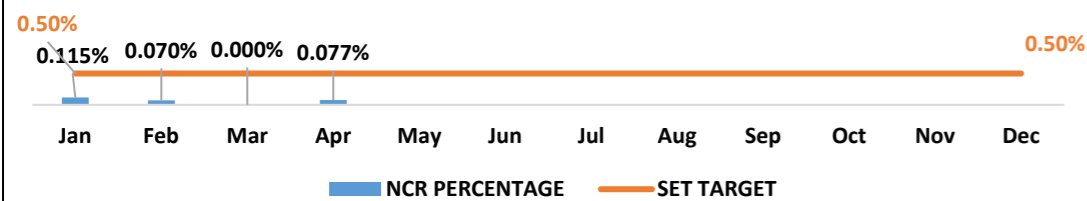
### NCR's RAISED DURING AUDITS



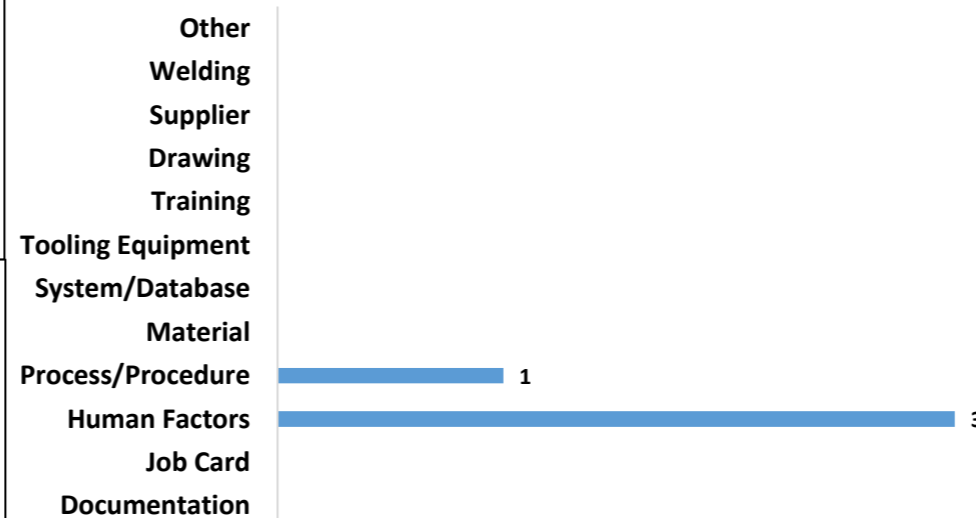
### NCR's RAISED VIA CUSTOMER



### COST PERCENTAGE OF NCRS AGAINST TURNOVER-YTD



### AREA OF NCR-APRIL



### NCR's RAISED BY WEC DIVISION



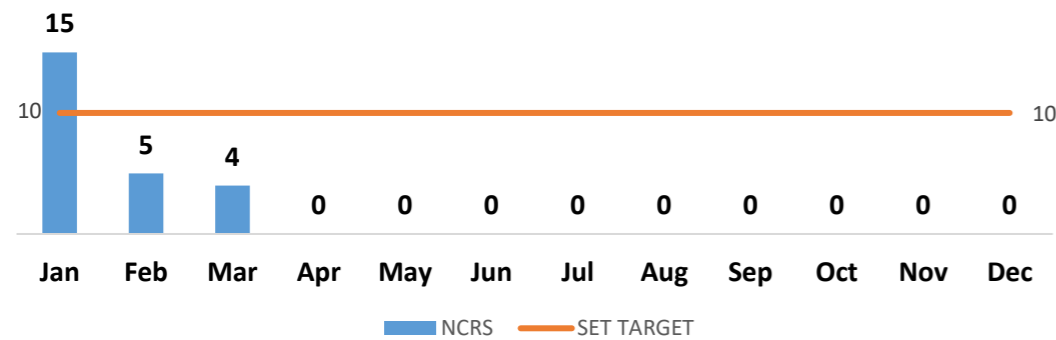
### COST OF NCRS-YTD



### NCR's RAISED DUE TO SUPPLIER



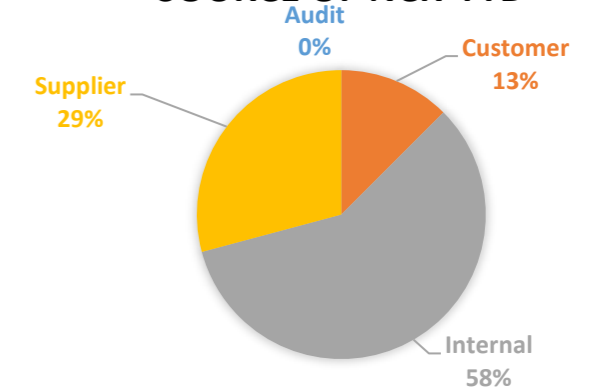
### TOTAL NUMBER OF NCRS-YTD



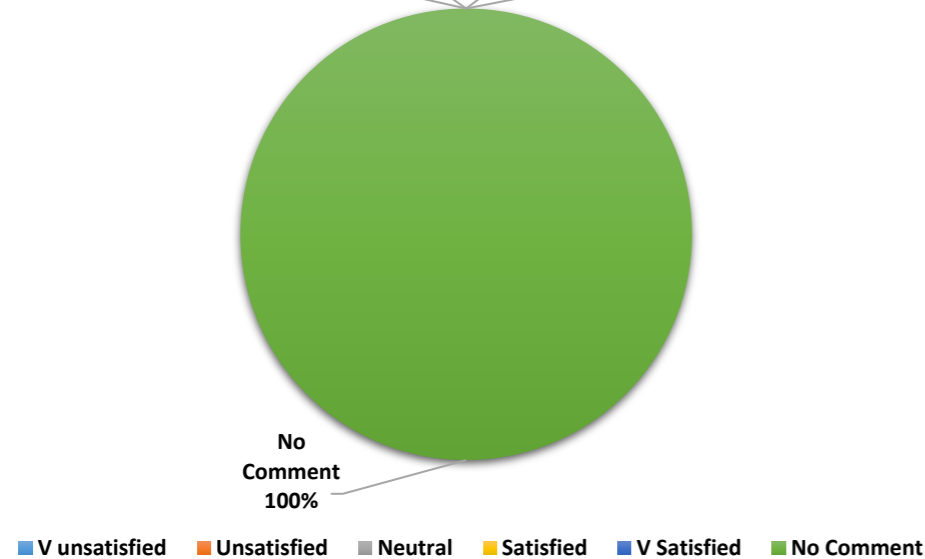
### ON TIME DELIVERY-YTD



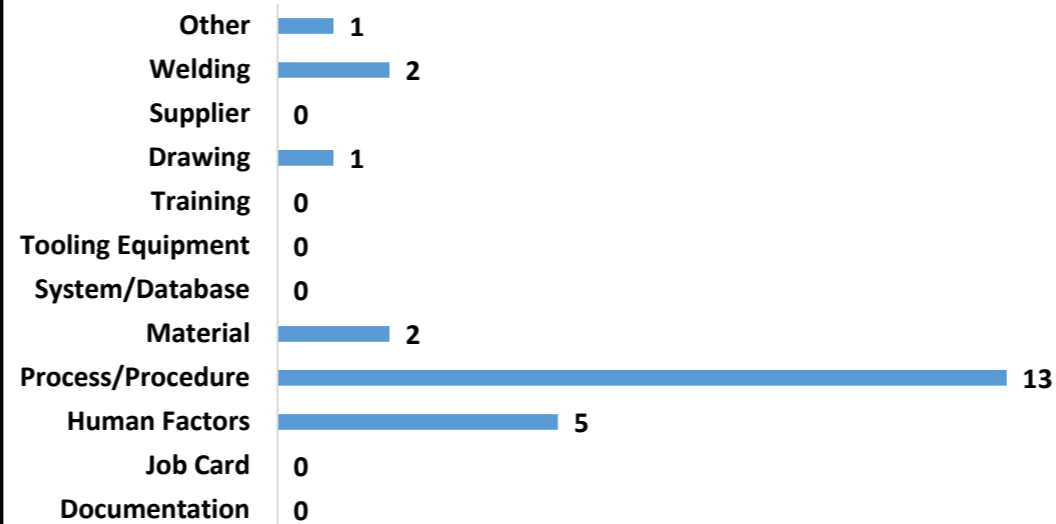
### SOURCE OF NCR-YTD



### Customer Satisfaction



### AREA OF NCR-YTD



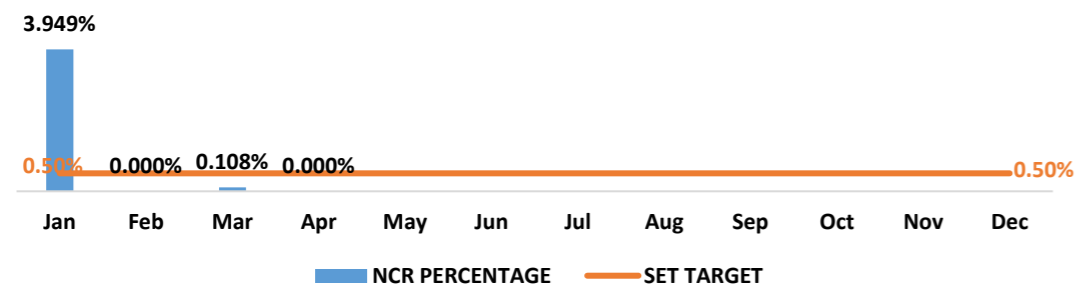
### NCR's RAISED DURING AUDITS



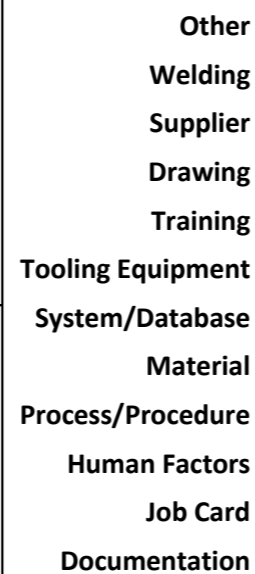
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### COST PERCENTAGE OF NCRS AGAINST TURNOVER-YTD



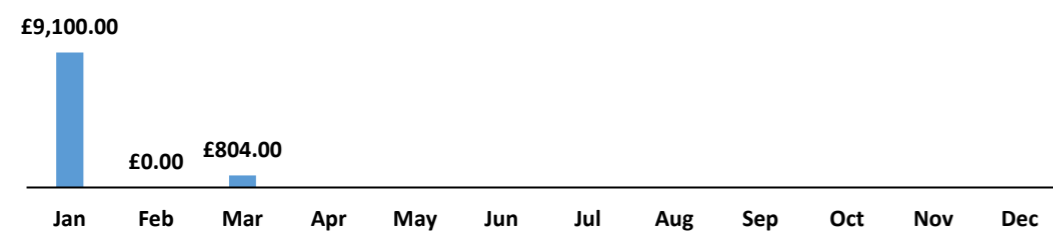
### AREA OF NCR-APRIL



### NCR's RAISED BY WEC DIVISION

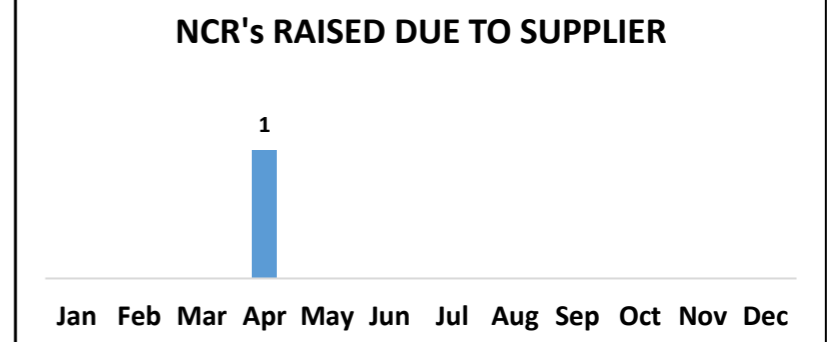
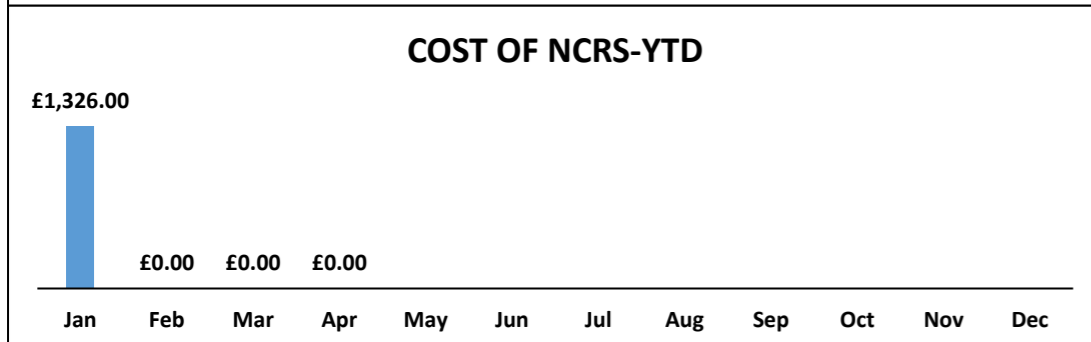
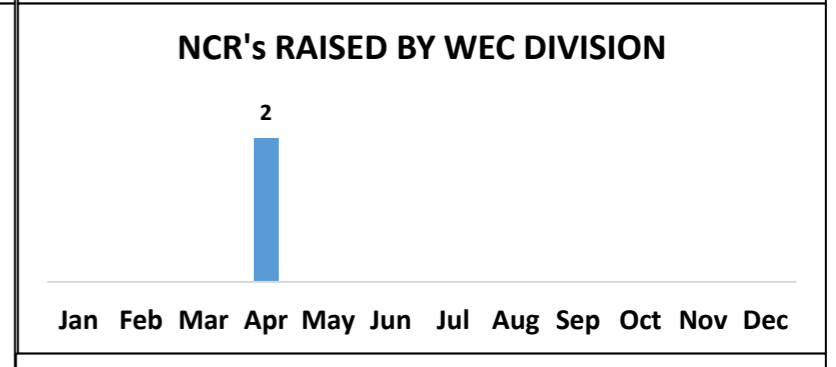
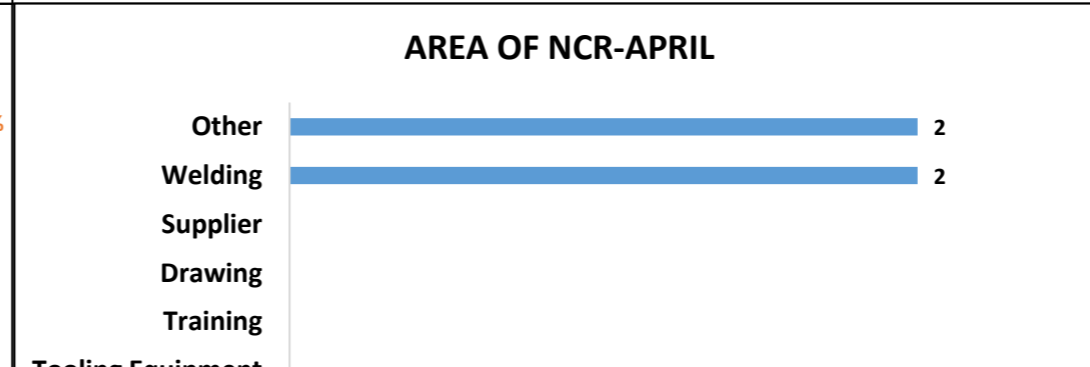
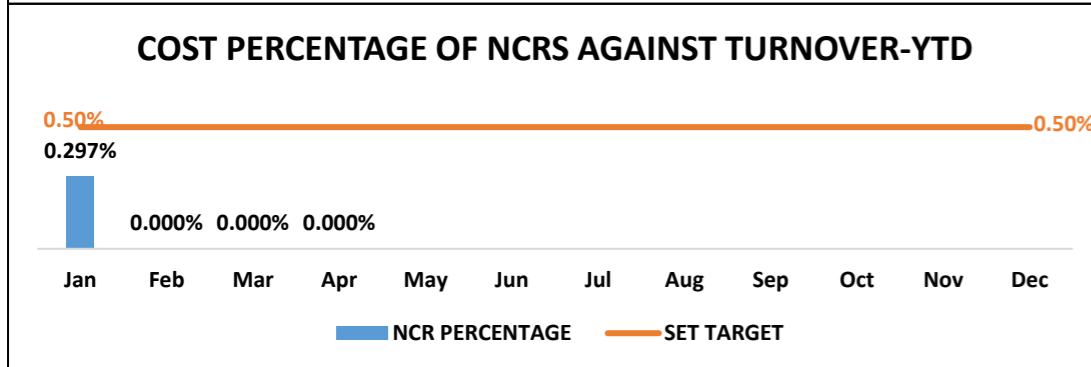
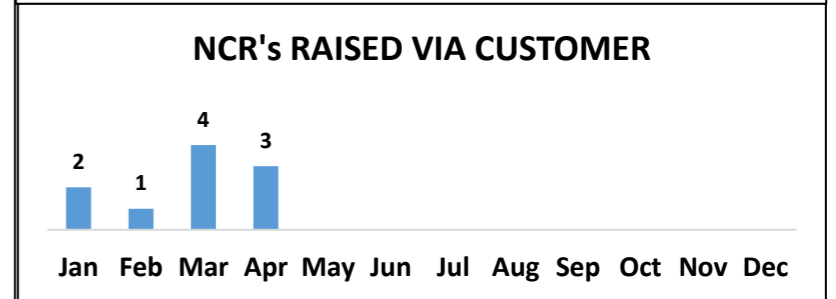
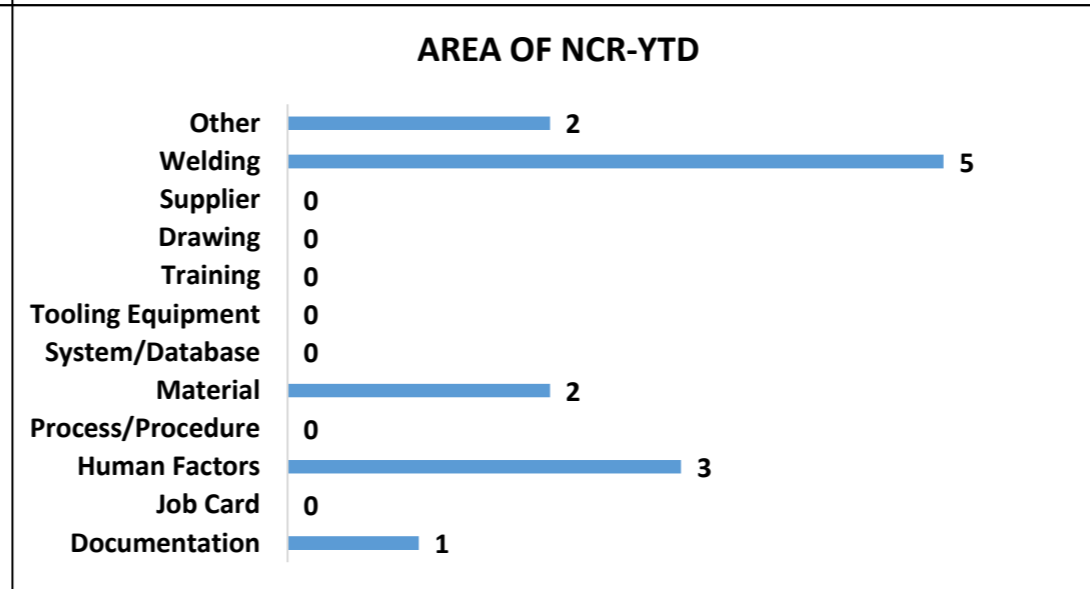
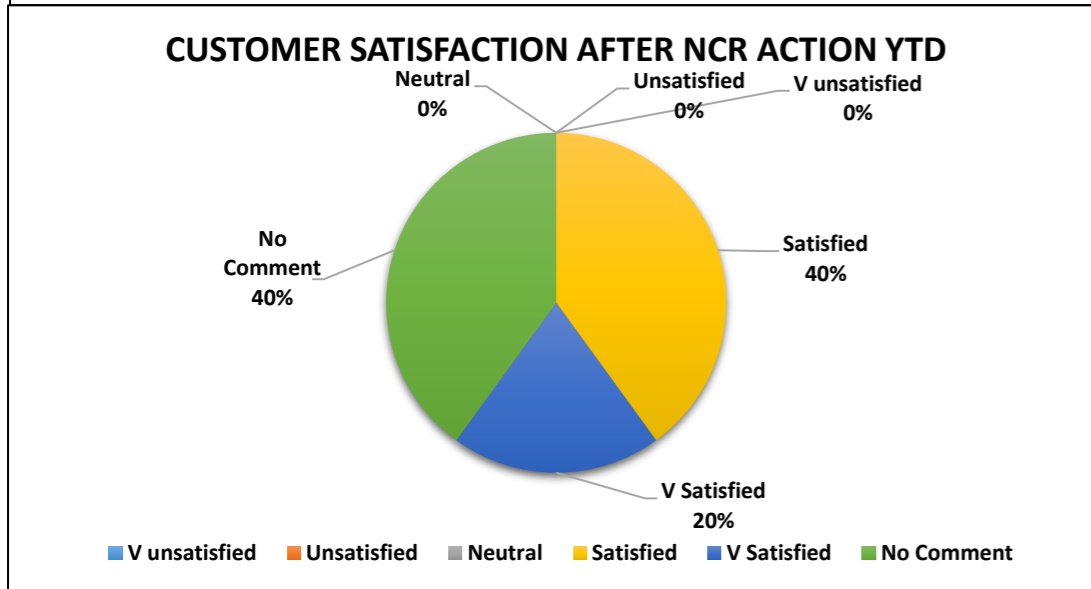
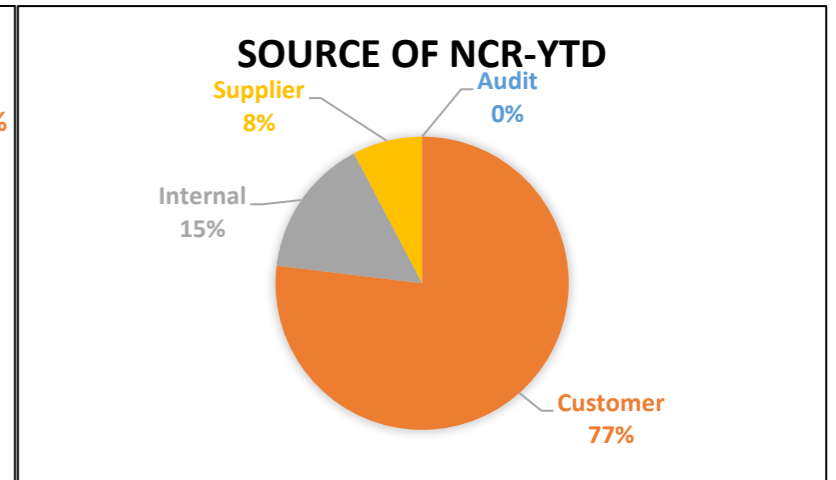
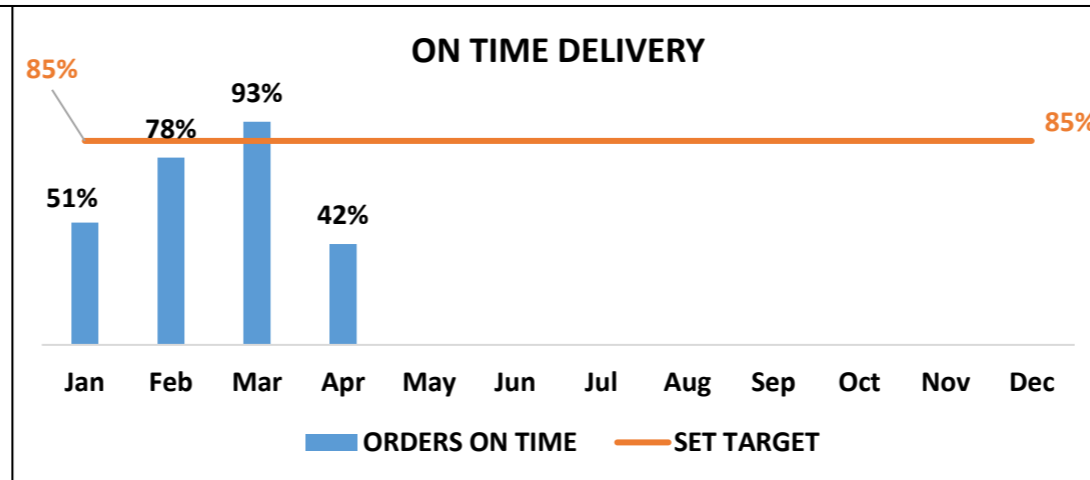
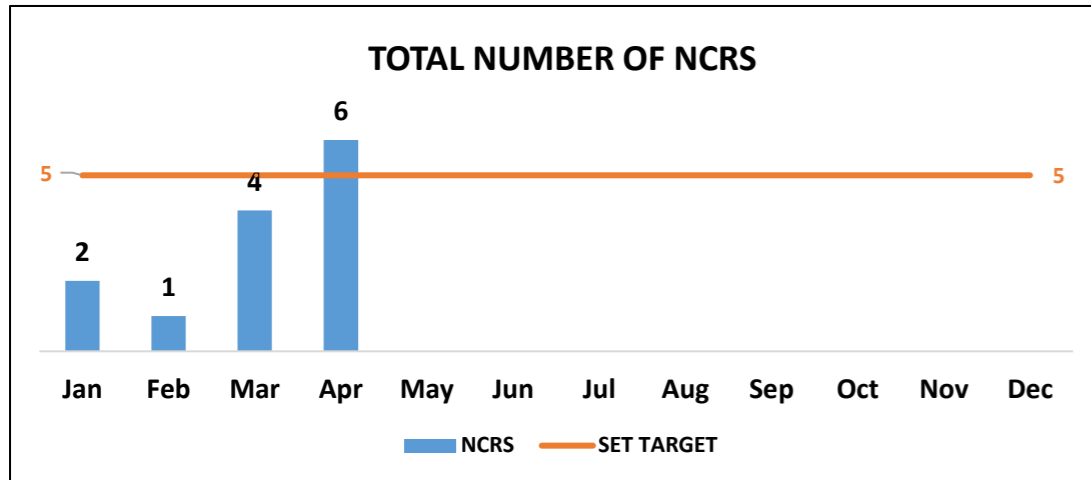


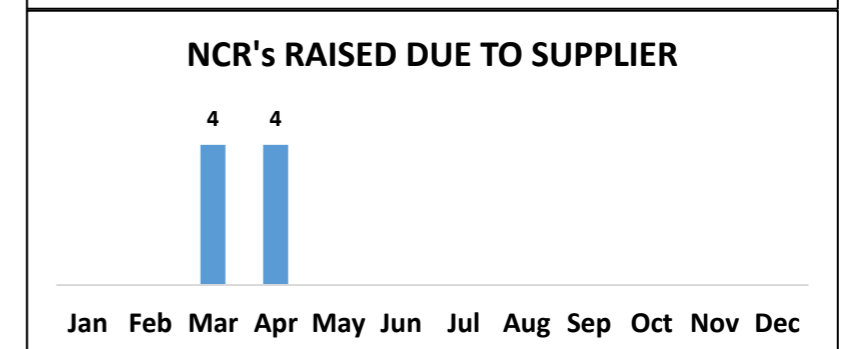
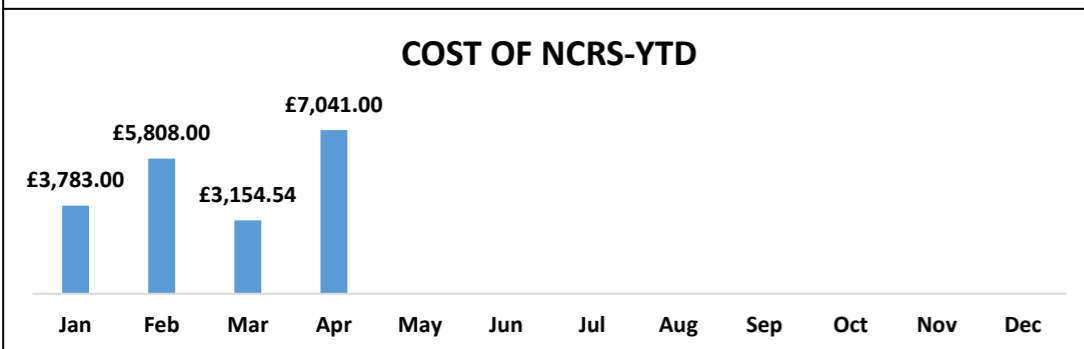
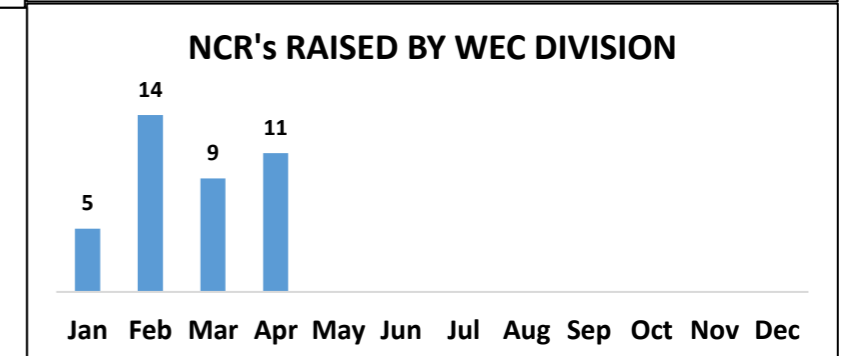
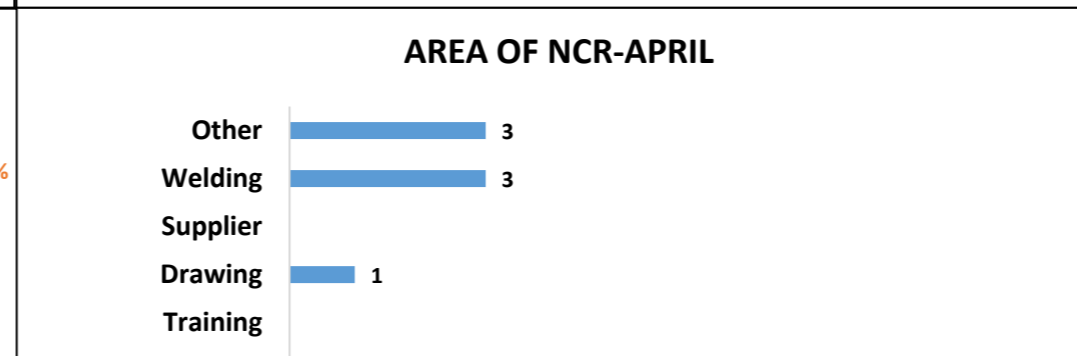
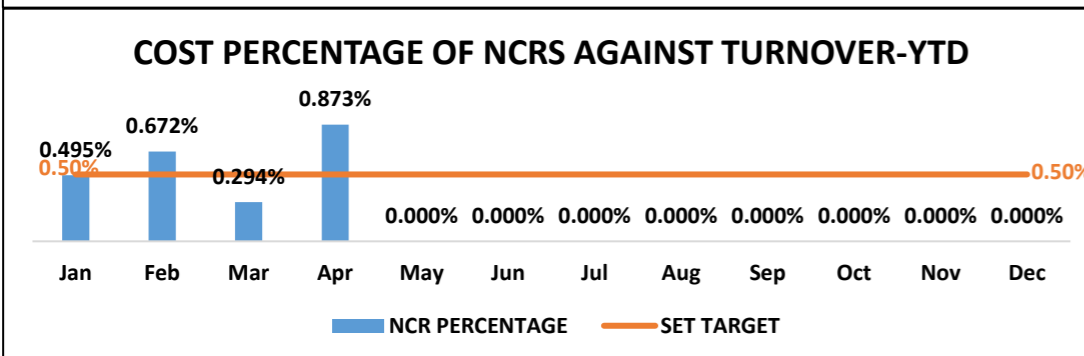
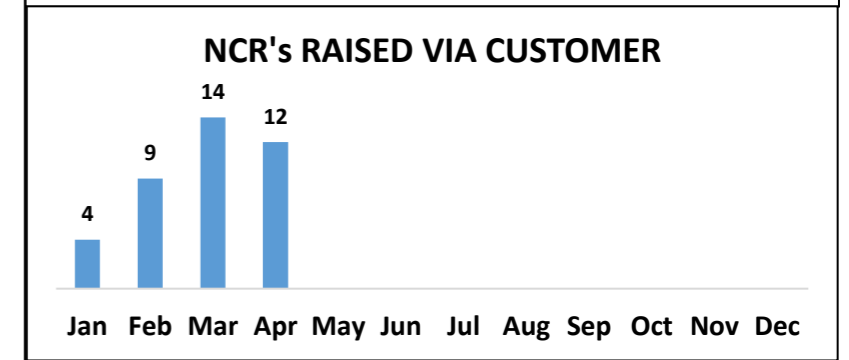
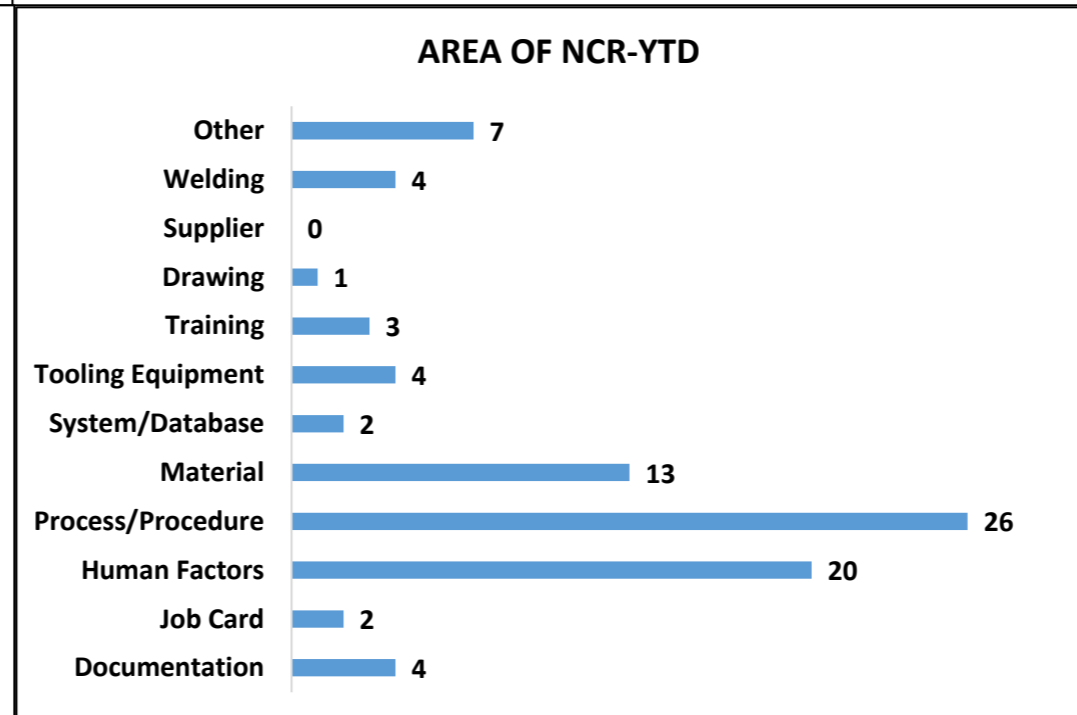
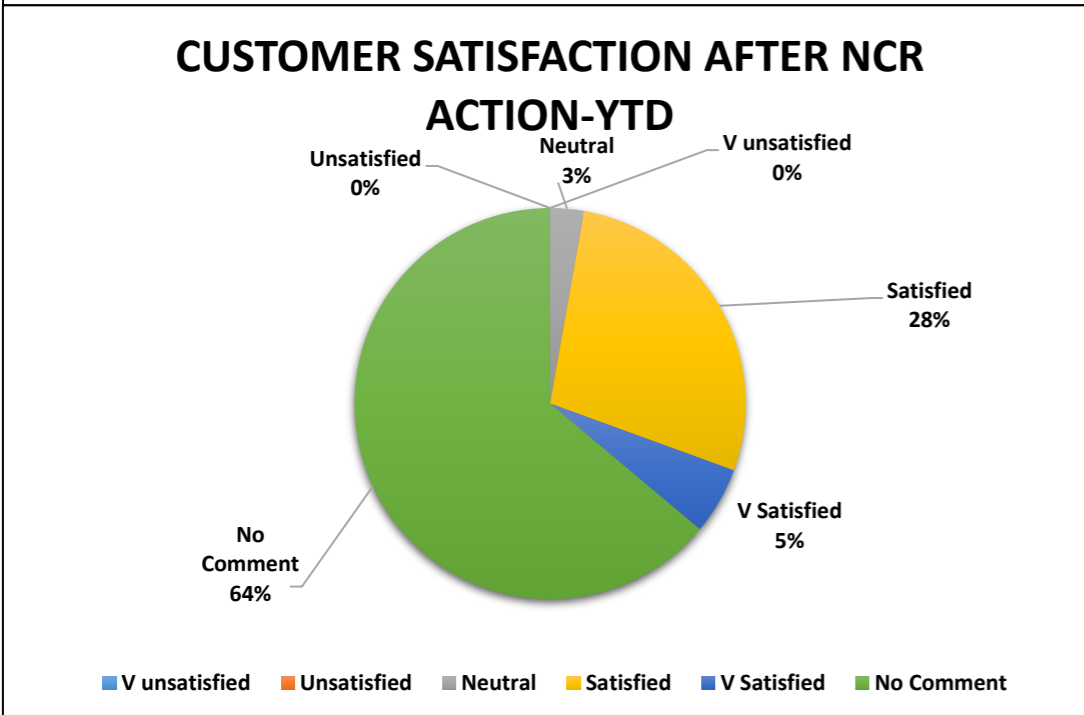
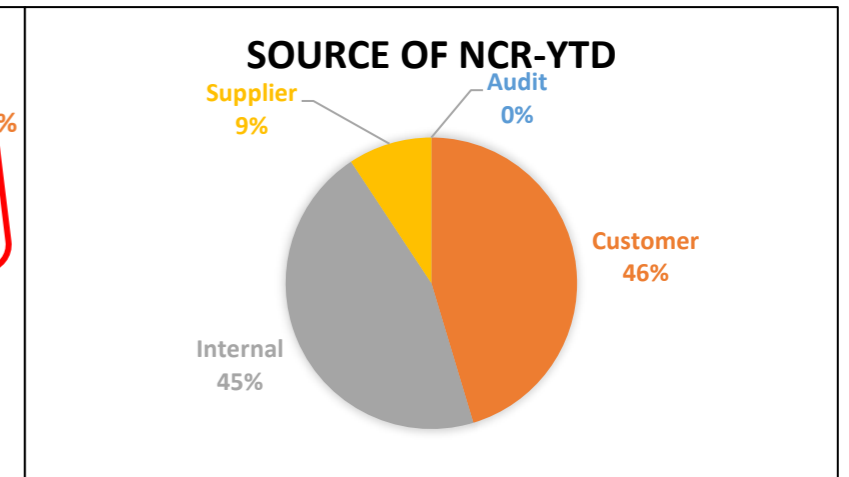
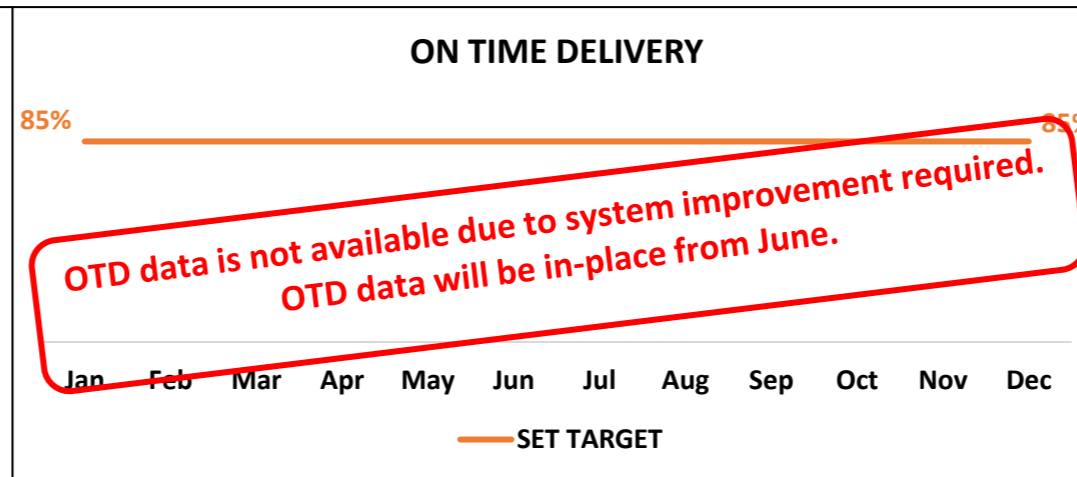
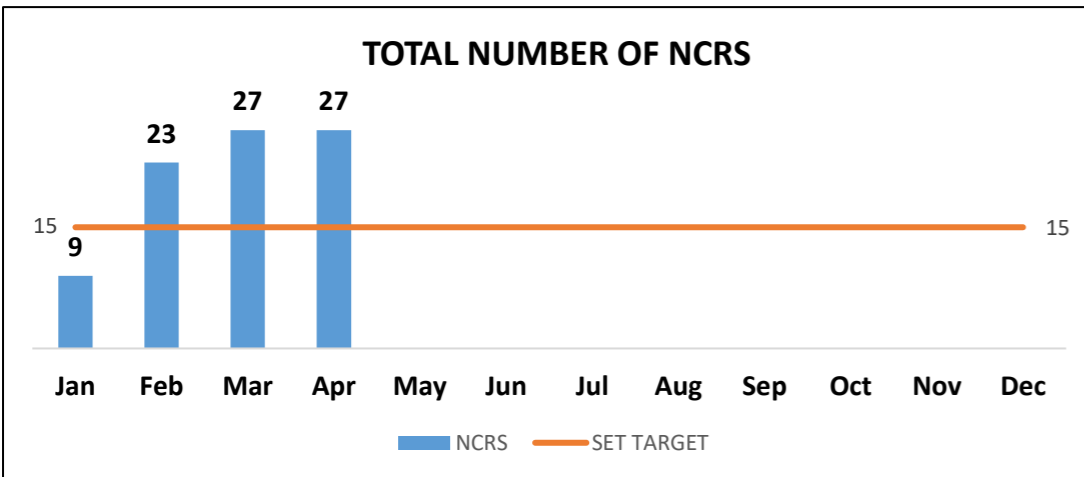
### COST OF NCRS-YTD



### NCR's RAISED DUE TO SUPPLIER

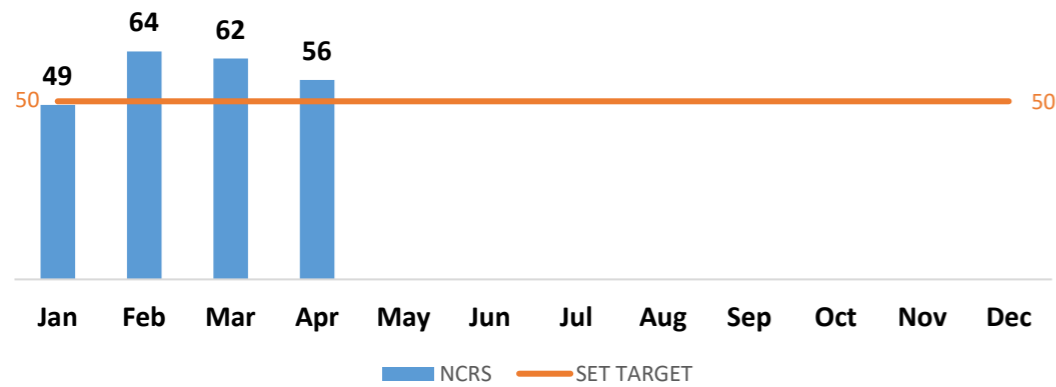




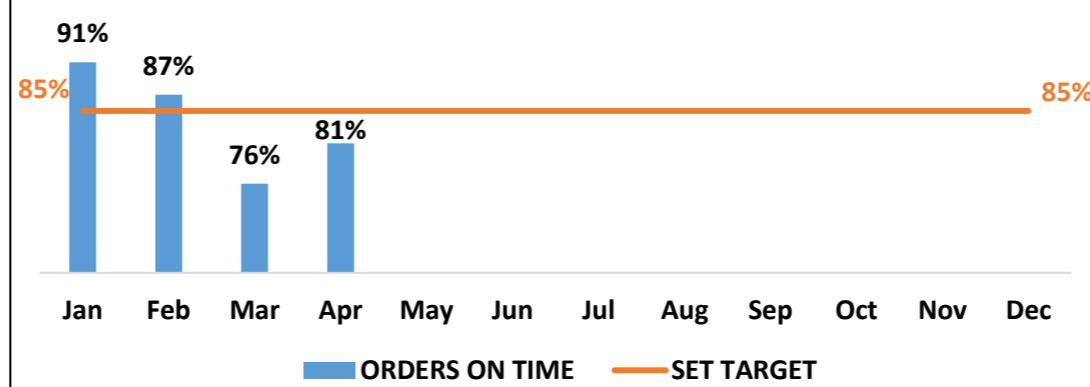




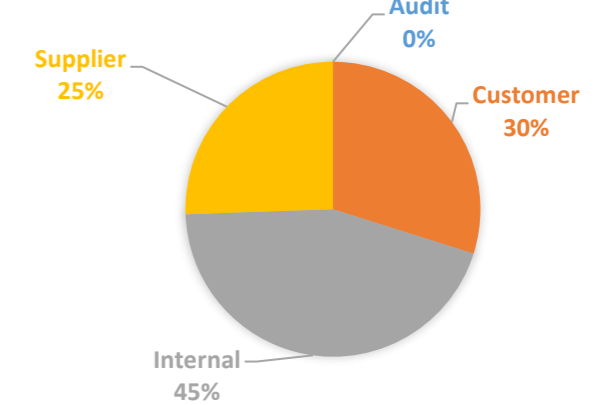
### TOTAL NUMBER OF NCRS



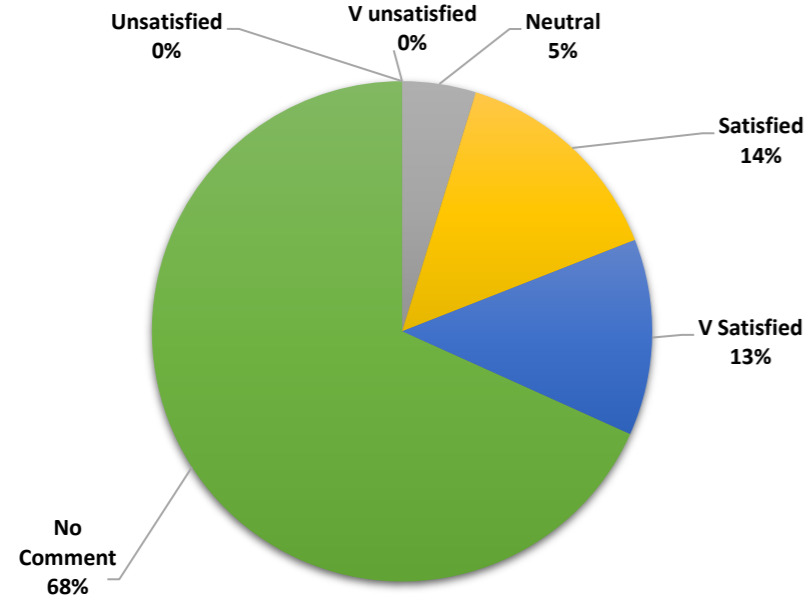
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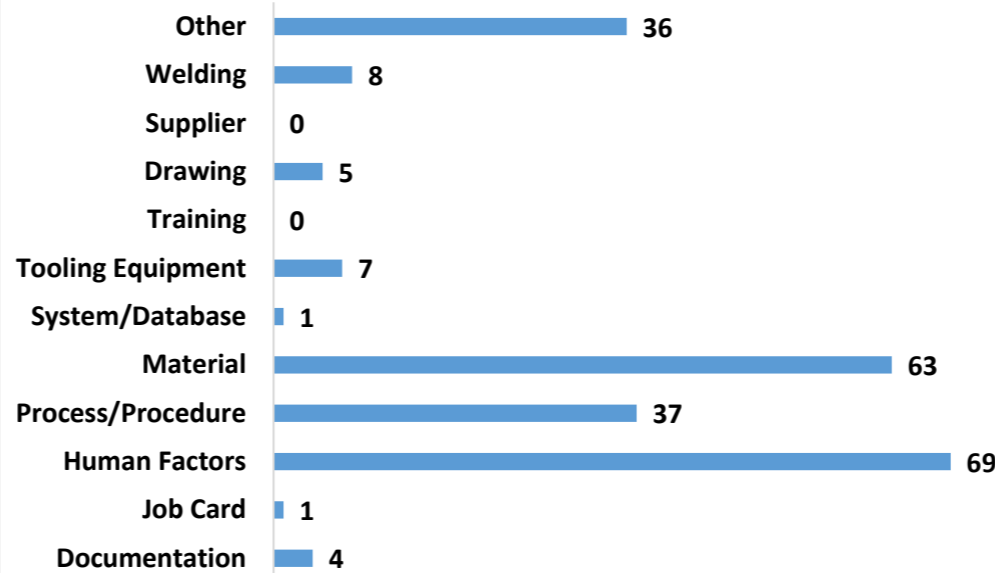
### SOURCE OF NCR-YTD



### CUSTOMER SATISFACTION AFTER NCR ACTION-YTD



### AREA OF NCR-YTD



### NCR's RAISED DURING AUDITS



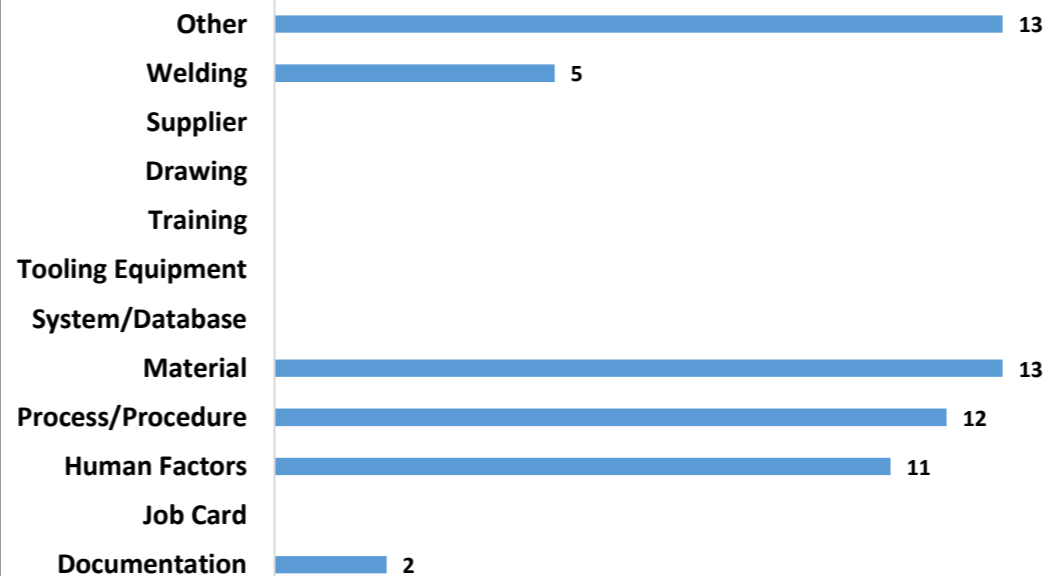
### NCR's RAISED VIA CUSTOMER



### COST PERCENTAGE OF NCRS AGAINST TURNOVER-YTD



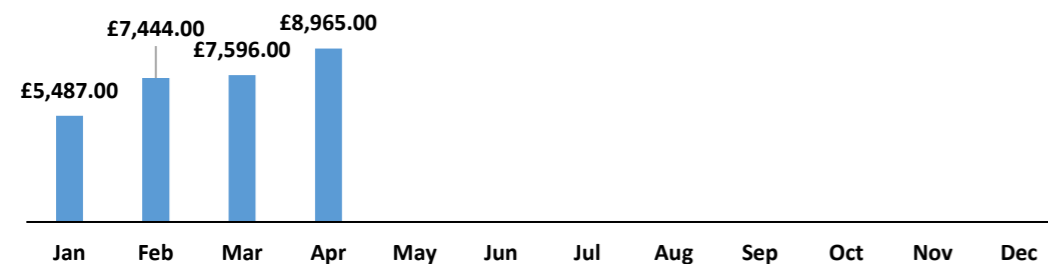
### AREA OF NCR-APRIL



### NCR's RAISED BY WEC DIVISION



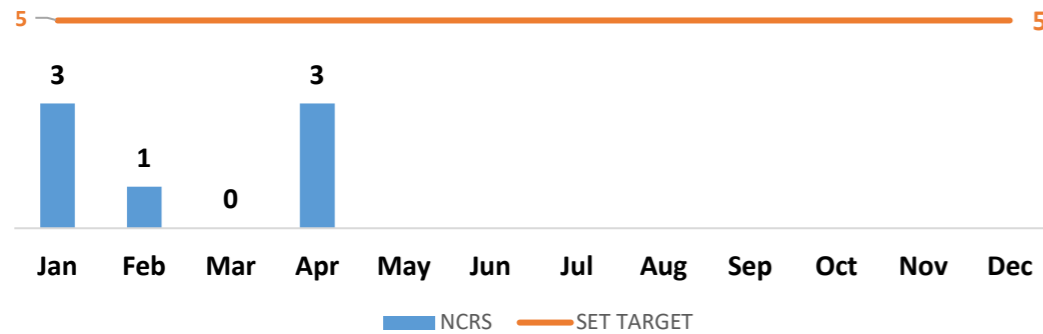
### COST OF NCRS-YTD



### NCR's RAISED DUE TO SUPPLIER



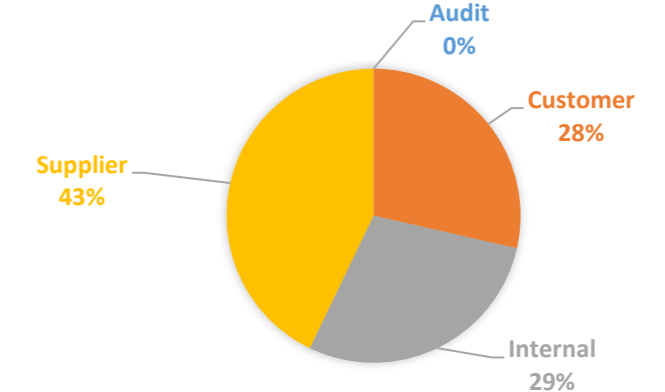
### TOTAL NUMBER OF NCRS



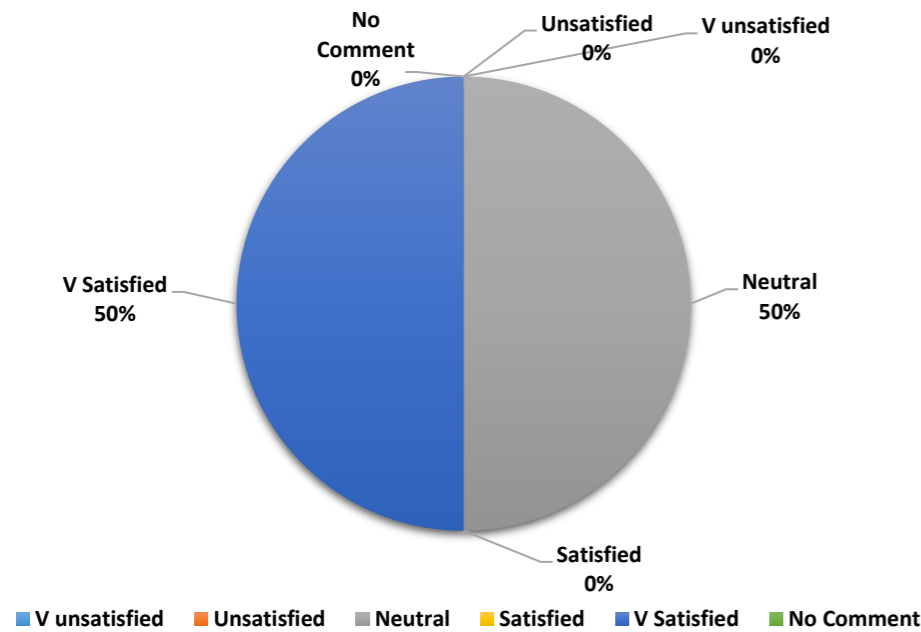
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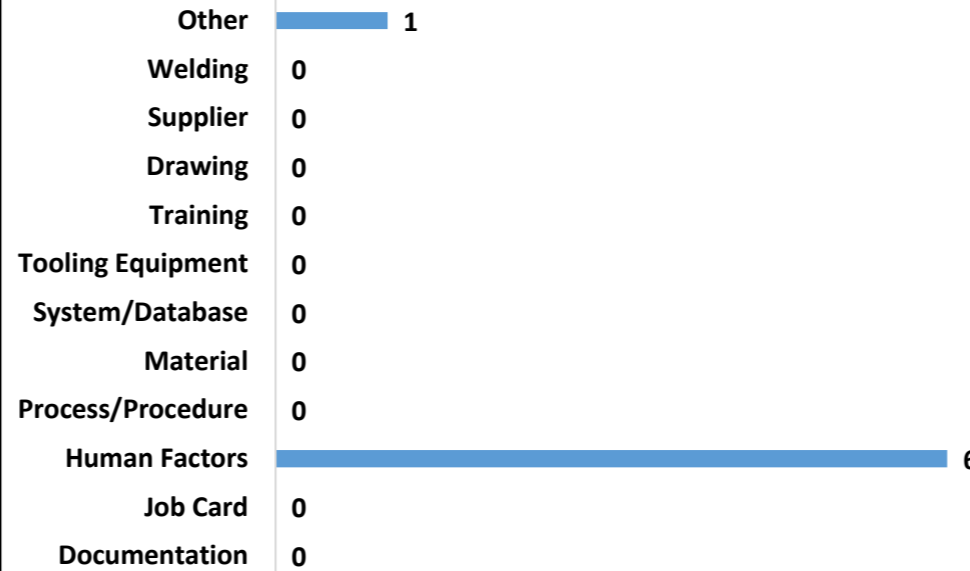
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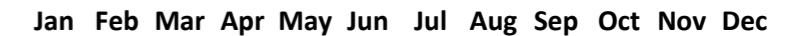
### CUSTOMER SATISFACTION AFTER NCR ACTION-YTD



### AREA OF NCR-YTD



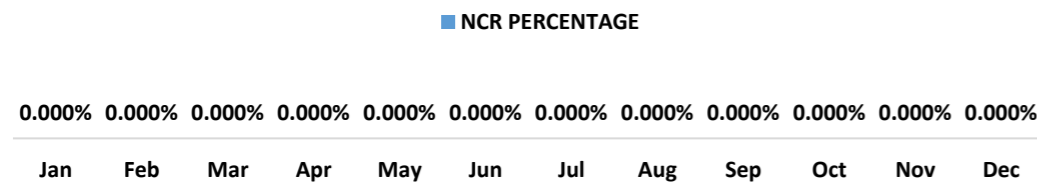
### NCR's RAISED DURING AUDITS



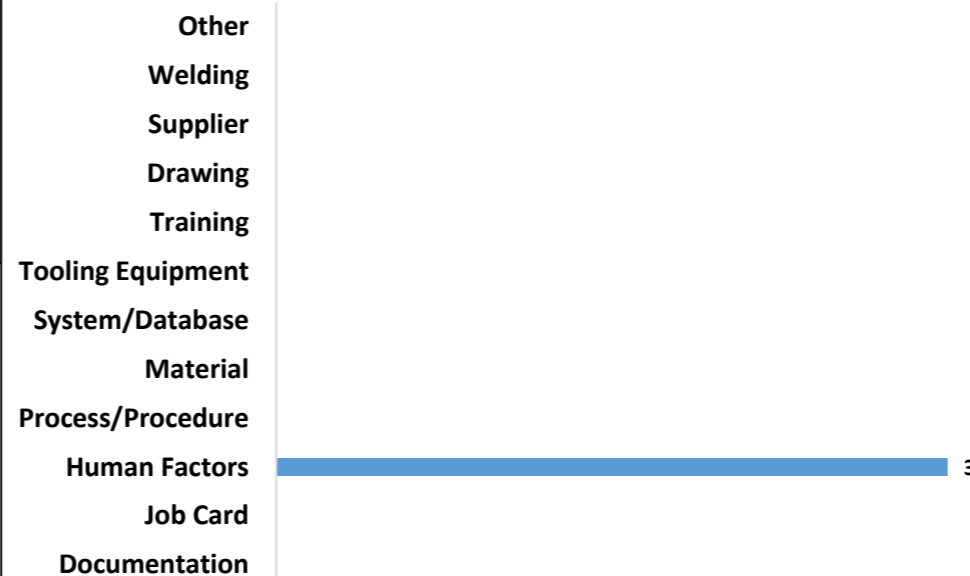
### NCR's RAISED VIA CUSTOMER



### COST PERCENTAGE OF NCRS AGAINST TURNOVER-YTD



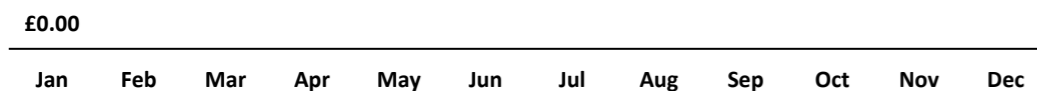
### AREA OF NCR-APRIL



### NCR's RAISED BY WEC DIVISION



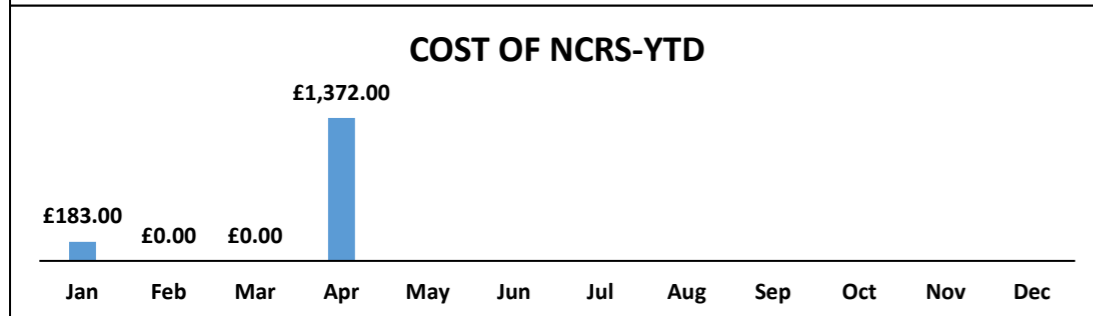
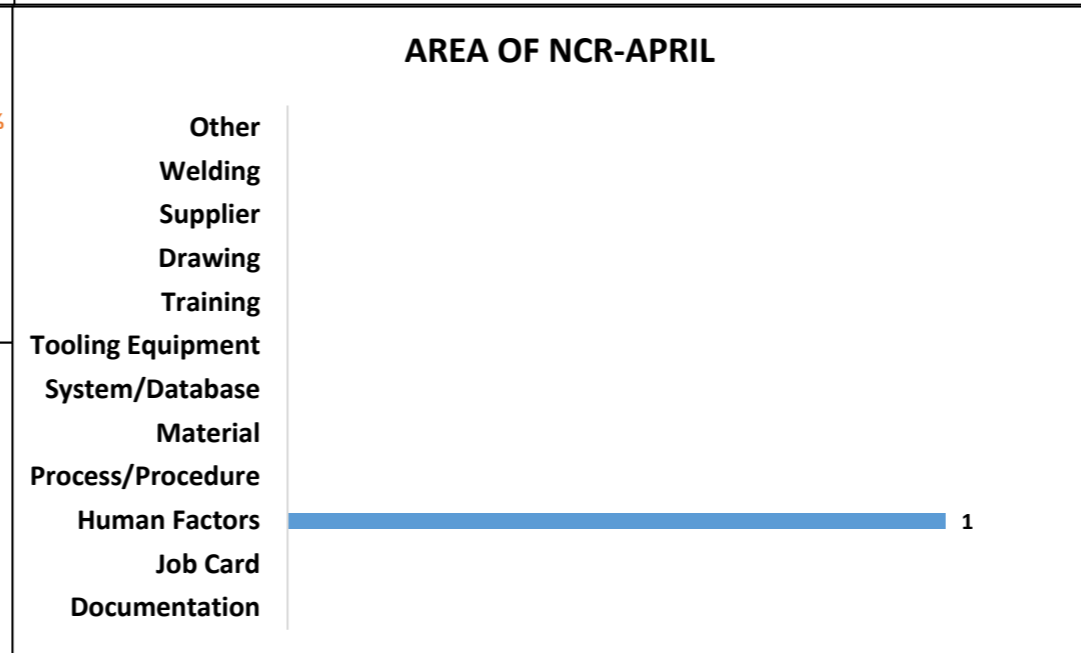
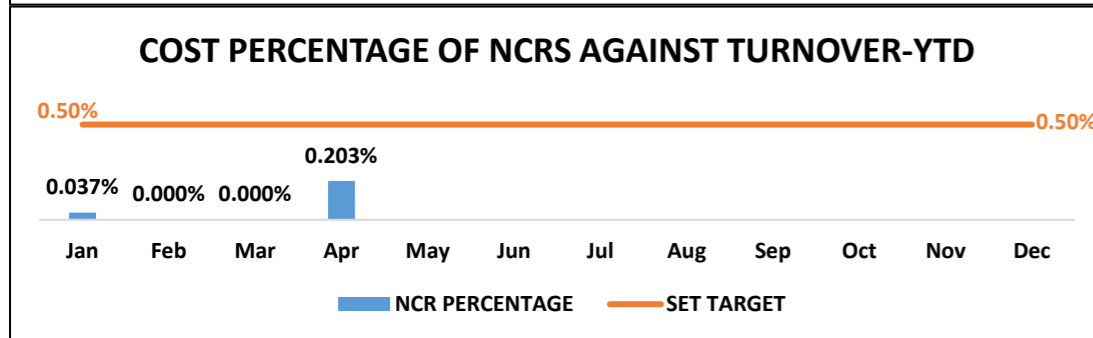
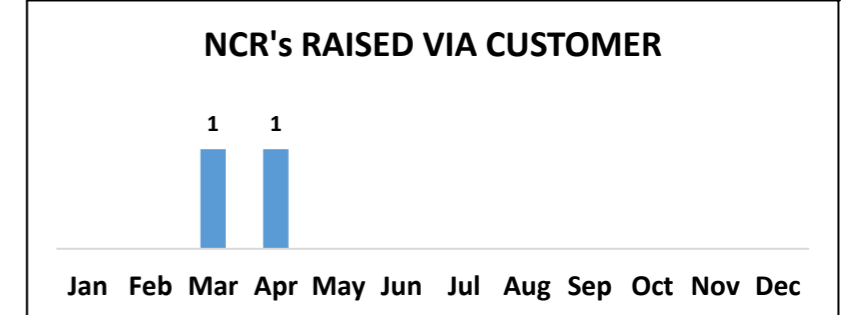
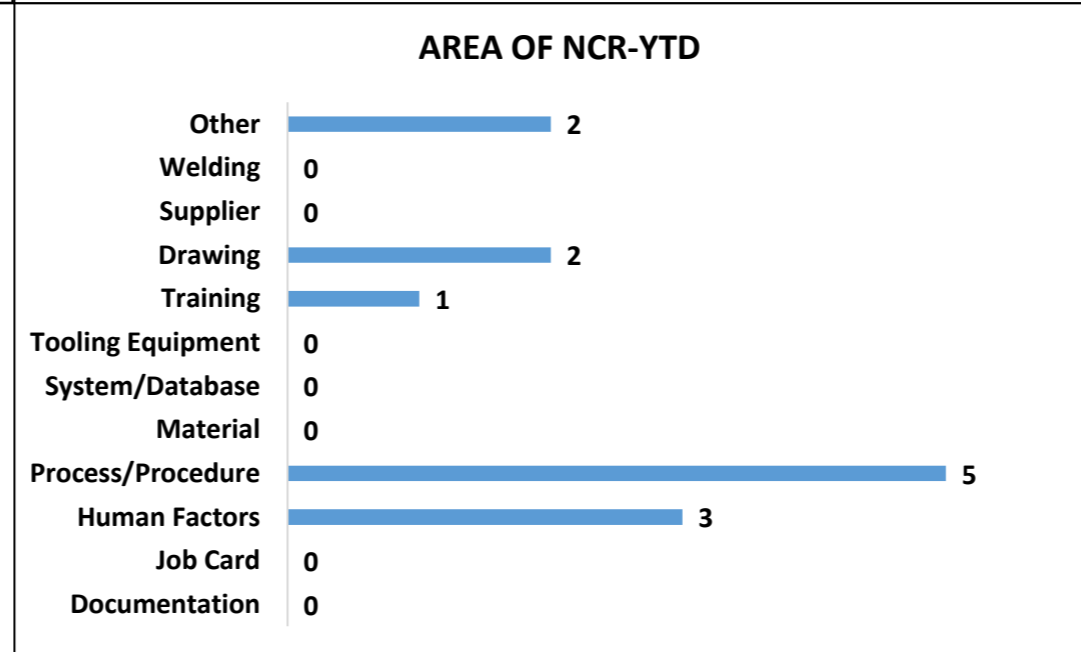
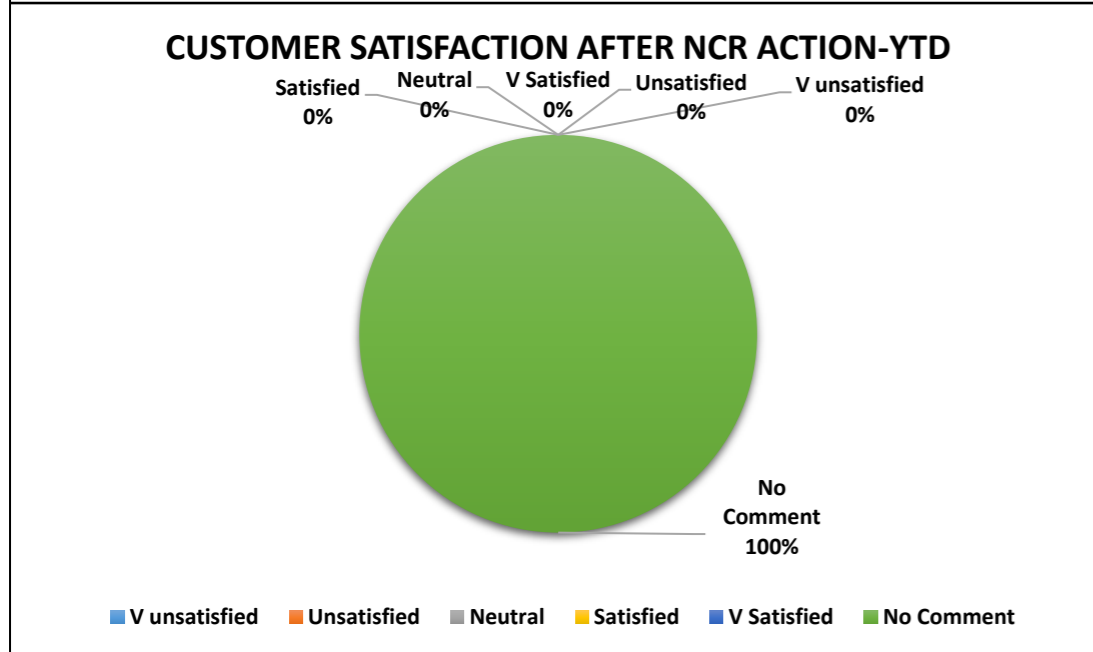
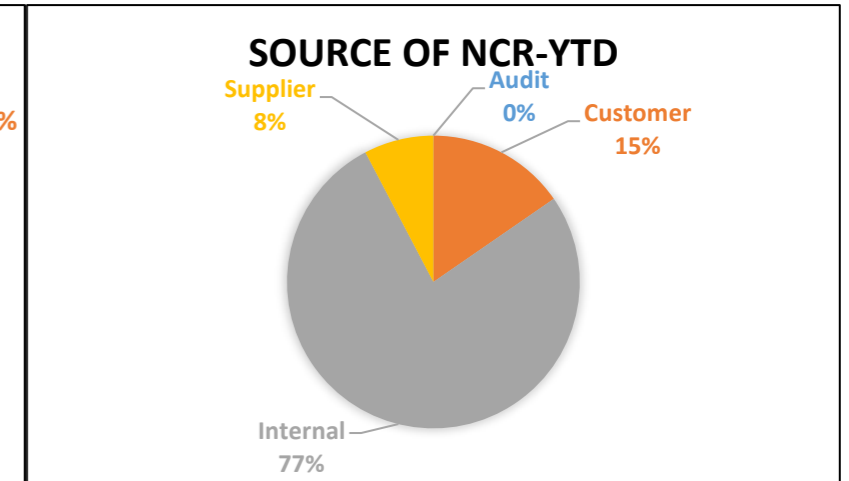
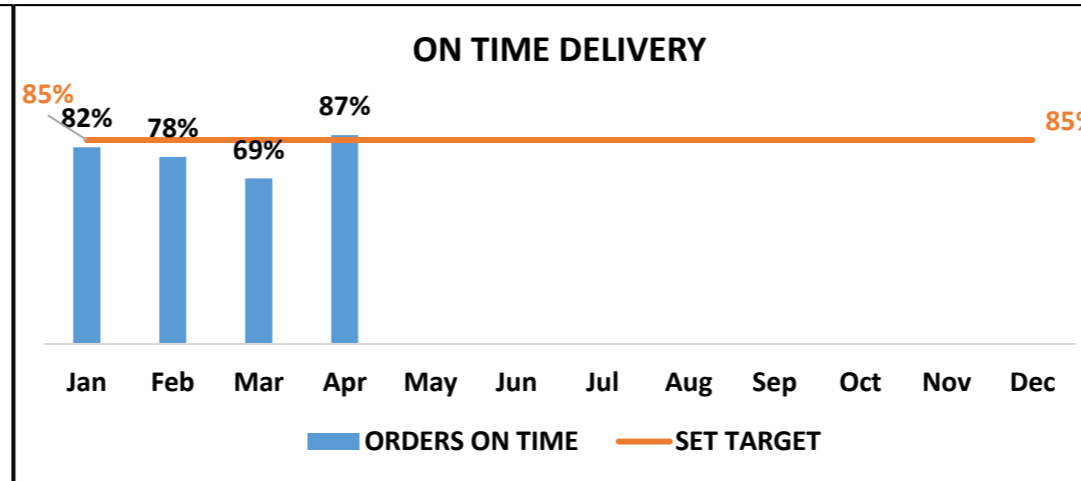
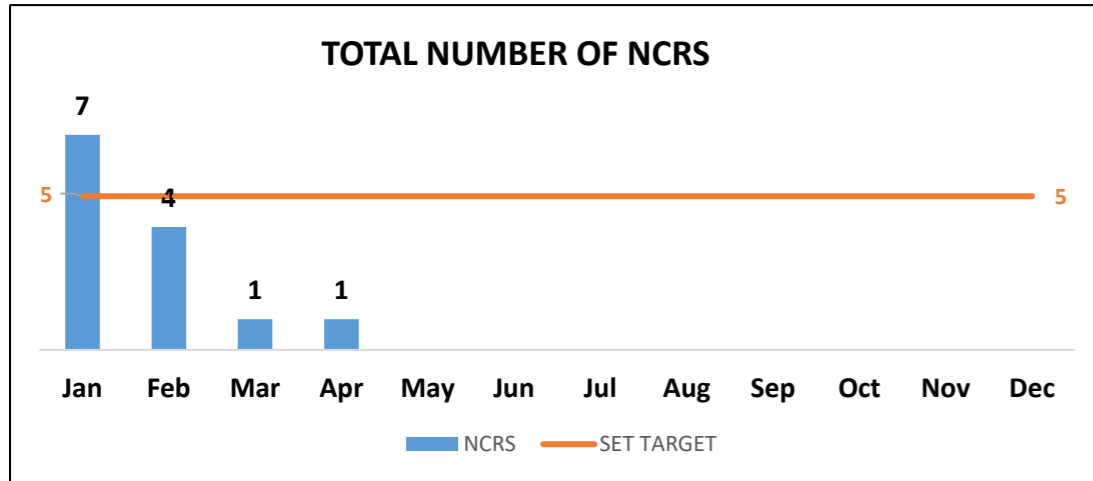
### COST OF NCRS-YTD



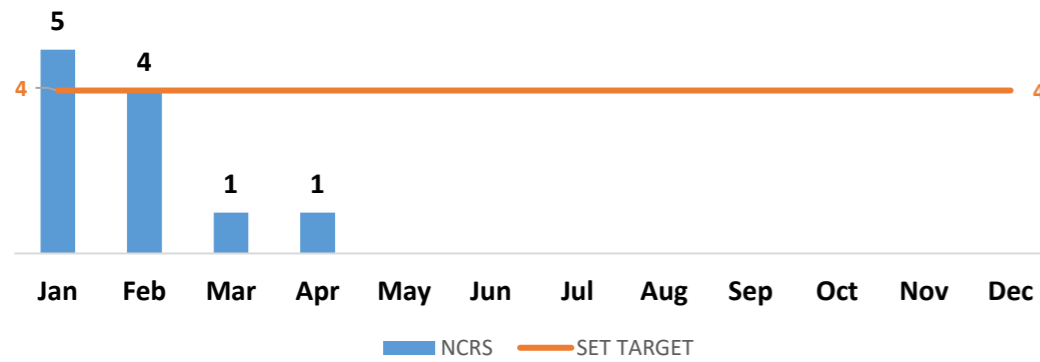
### NCR's RAISED DUE TO SUPPLIER







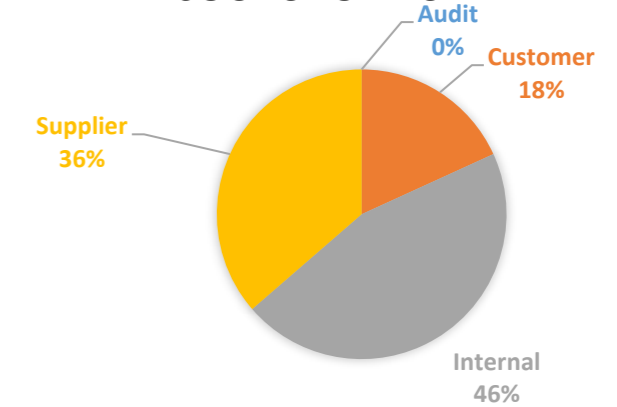
### TOTAL NUMBER OF NCRS



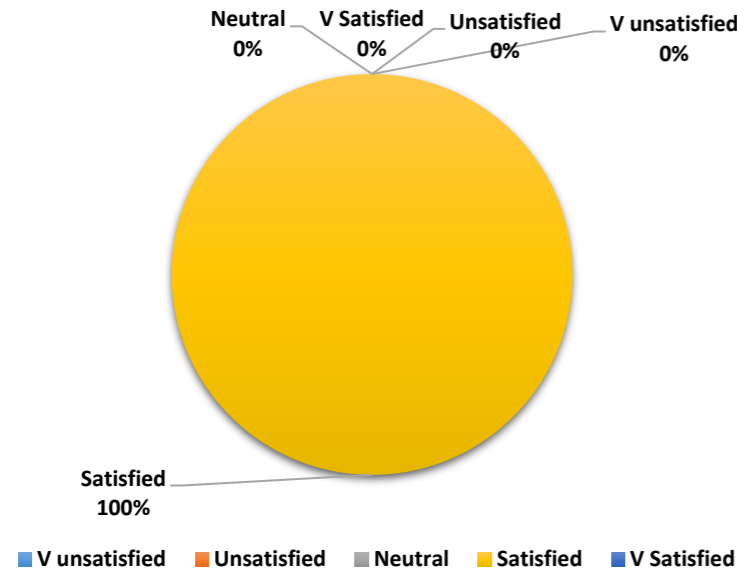
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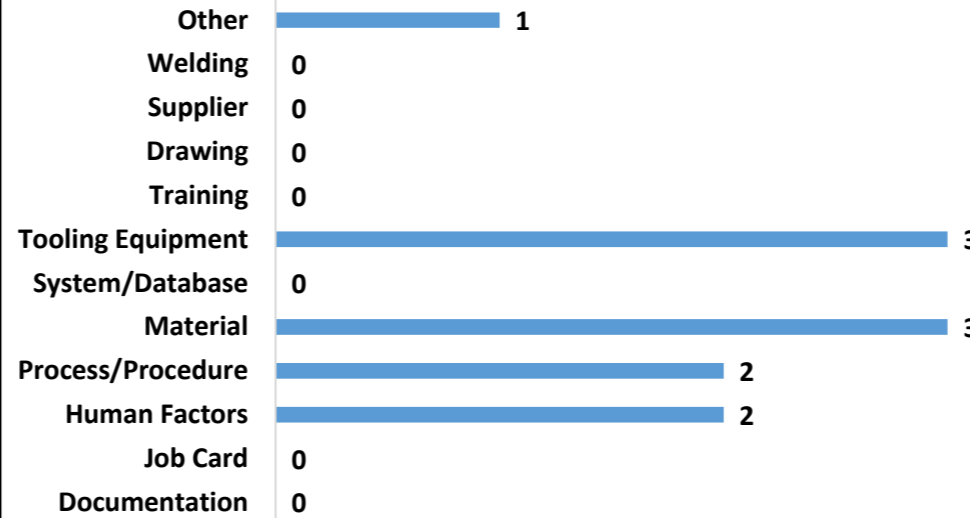
### SOURCE OF NCR-YTD



### CUSTOMER SATISFACTION AFTER NCR ACTION-YTD



### AREA OF NCR-YTD



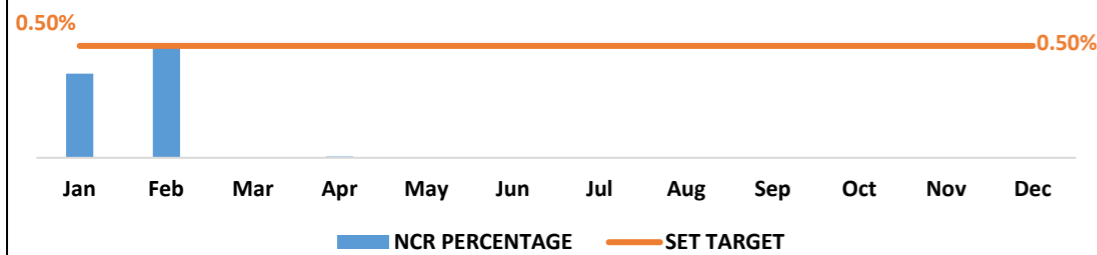
### NCR's RAISED DURING AUDITS



### NCR's RAISED VIA CUSTOMER



### COST PERCENTAGE OF NCRS AGAINST TURNOVER-YTD



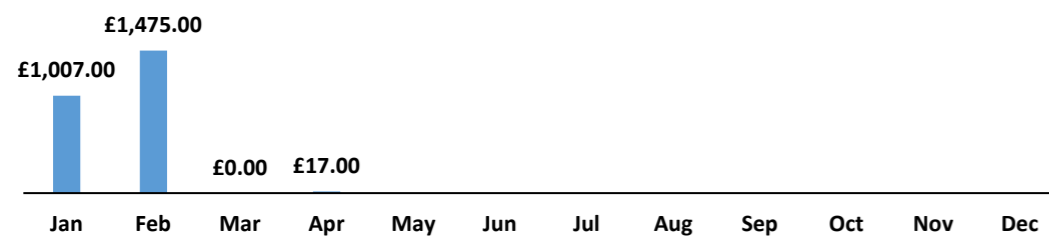
### AREA OF NCR-APRIL



### NCR's RAISED BY WEC DIVISION



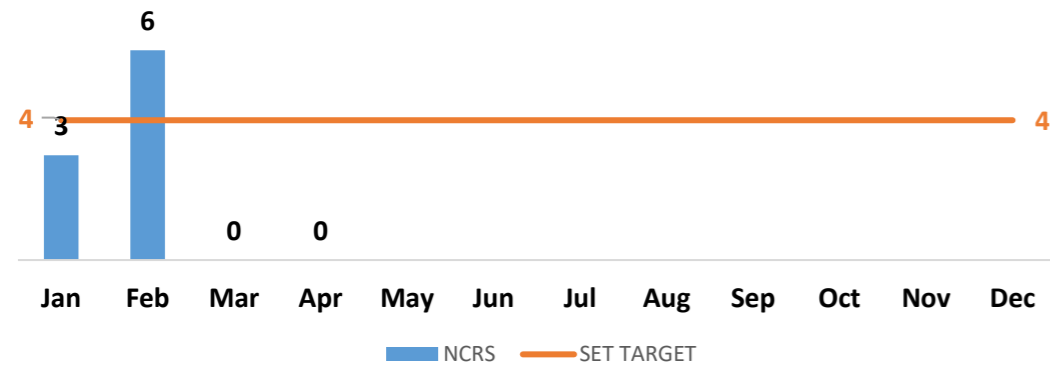
### COST OF NCR-YTD



### NCR's RAISED DUE TO SUPPLIER



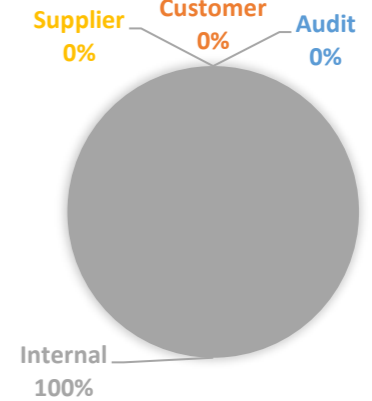
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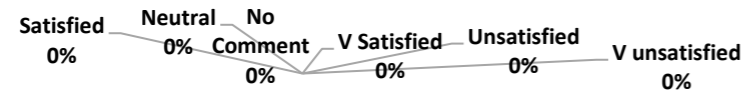
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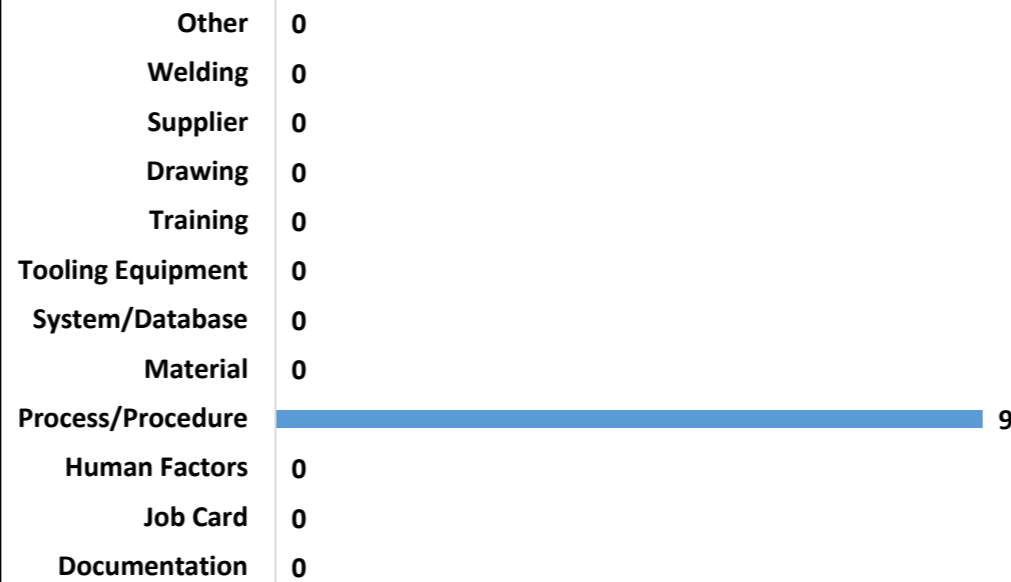
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### CUSTOMER SATISFACTION AFTER NCR ACTION-YTD



### AREA OF NCR-YTD



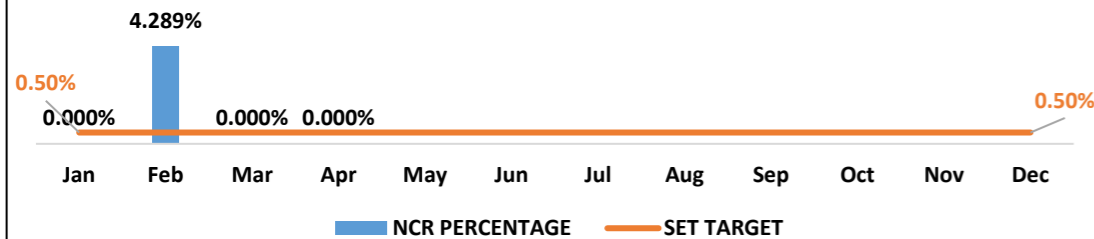
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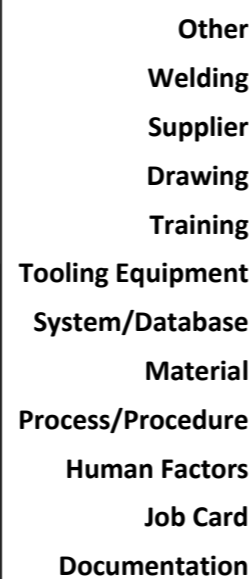
### NCR's RAISED VIA CUSTOMER



### COST PERCENTAGE OF NCRS AGAINST TURNOVER-YTD



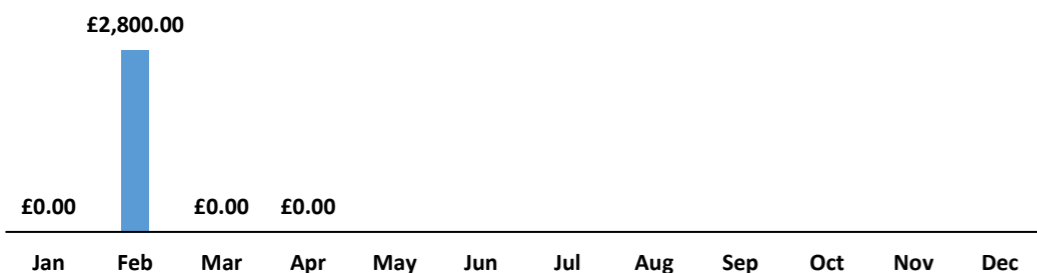
### AREA OF NCR-APRIL



### NCR's RAISED BY WEC DIVISION



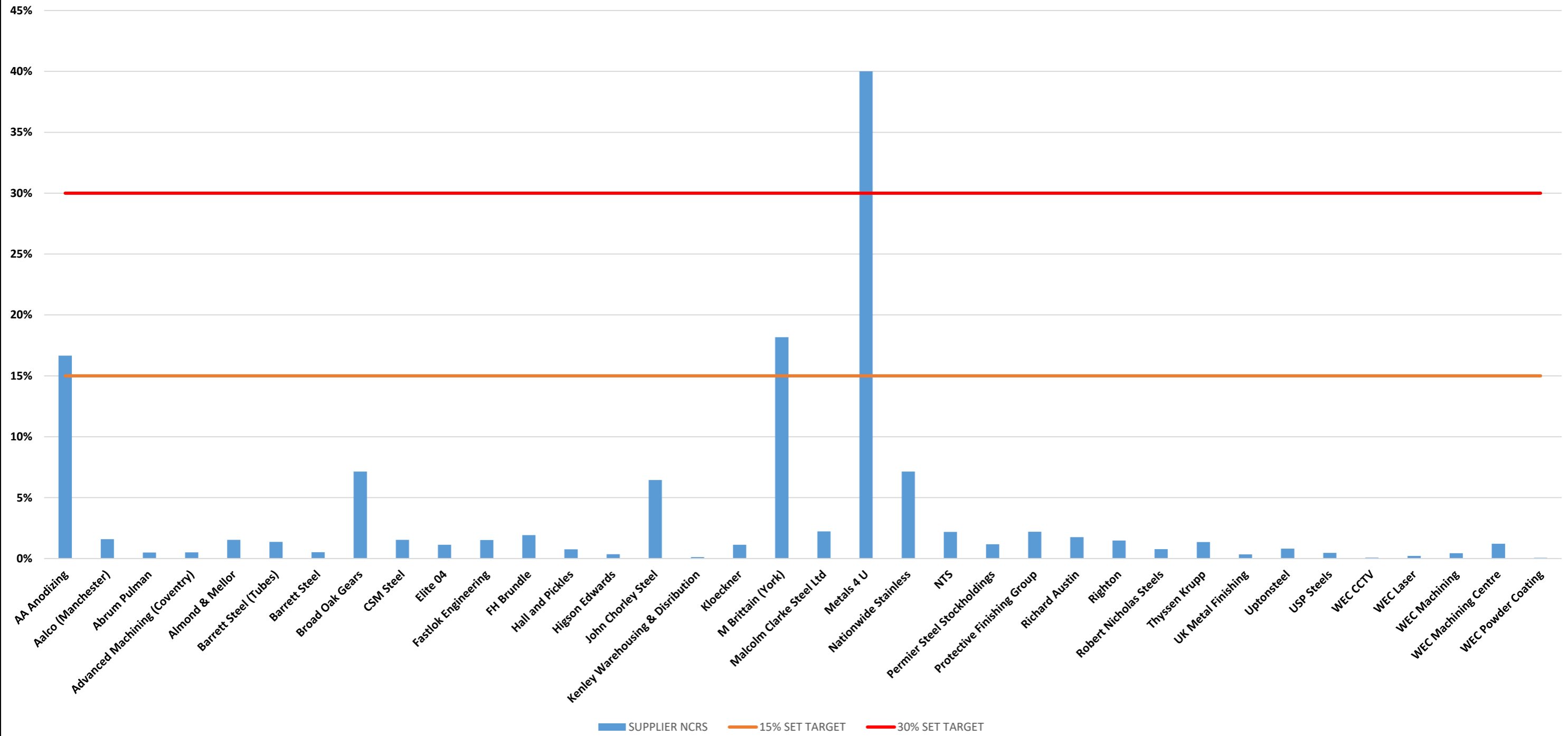
### COST OF NCR-YTD



### NCR's RAISED DUE TO SUPPLIER



PERCENTAGE OF NCRS AGAINST PURCHASES (LINE ITEMS ONLY)



**2023 Supplier Set Target**

**Greater than 30%:** Review the same as the below process, but consideration given to temporarily removing the supplier from the approved supplier list, or fully revoke the supplier.

**Greater than 15%:** Review NCRs for trends and severity of the NCRs. Consider contacting/visiting/auditing supplier to resolve their quality issues.