

## Index

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### Divisional Managers responsibilities:

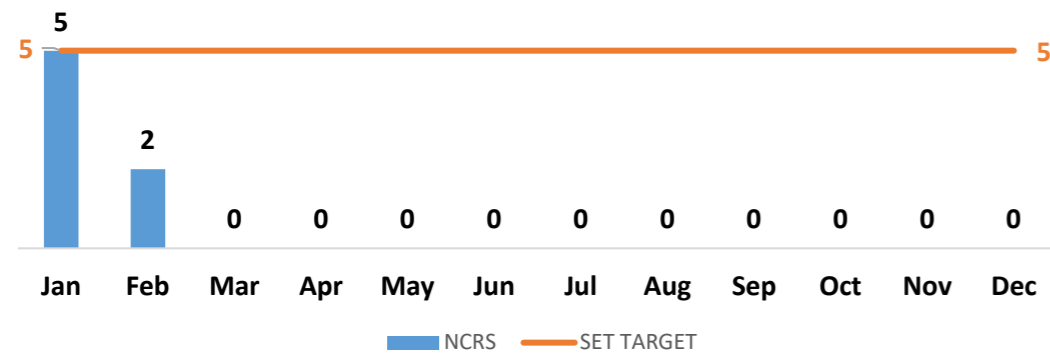
- Review the KPI data to ensure your division has not exceeded the set targets
- If the set targets have been exceeded, then that division is required to investigate the reasons why they have exceeded
- Once investigated, improvement actions should be considered and implemented if reasonably practicable

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.

# FEBRUARY 2023

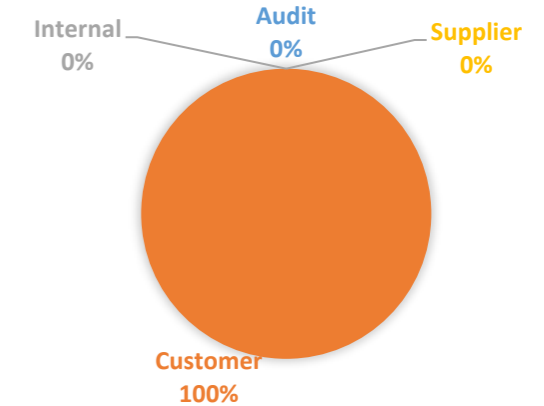
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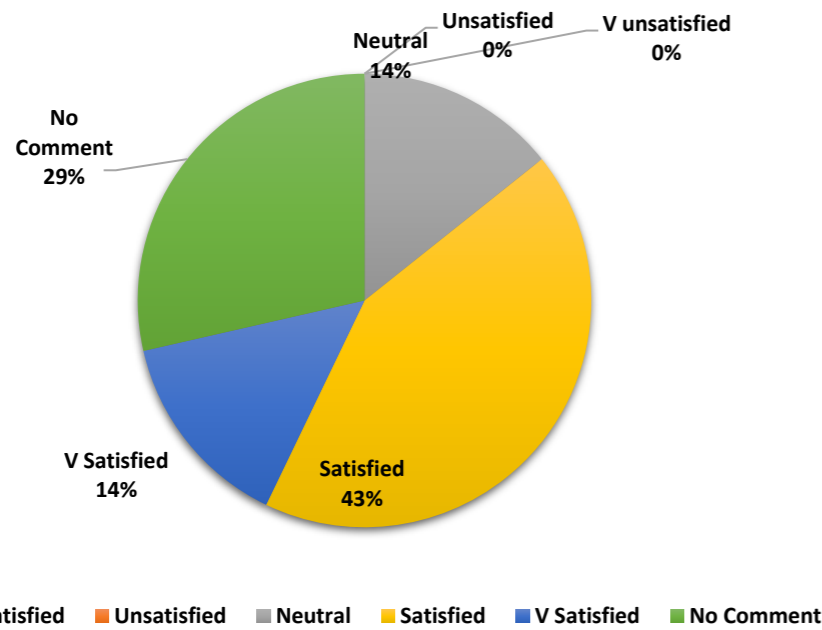
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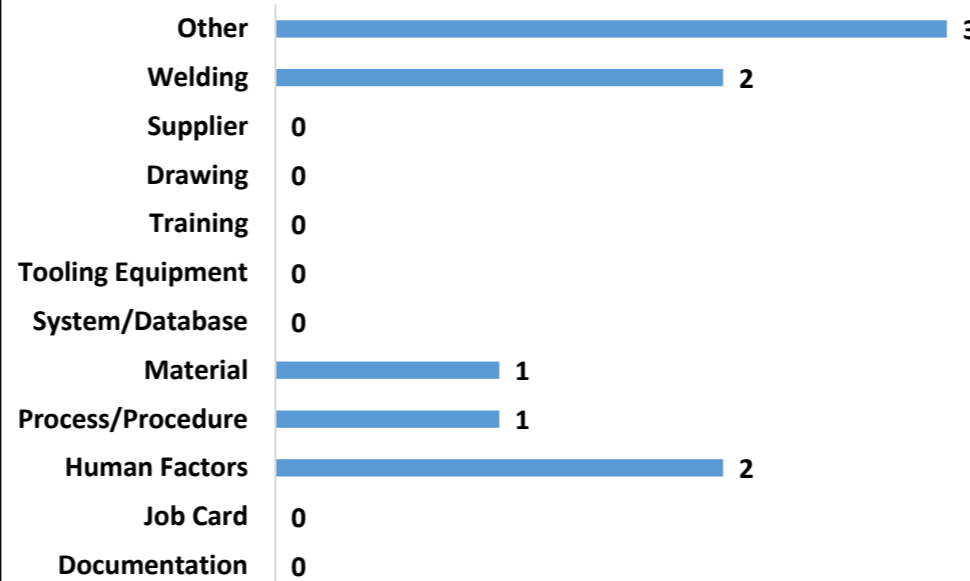
### SOURCE OF NCR-YTD



### CUSTOMER SATISFACTION AFTER NCR ACTION-YTD



### AREA OF NCR-YTD



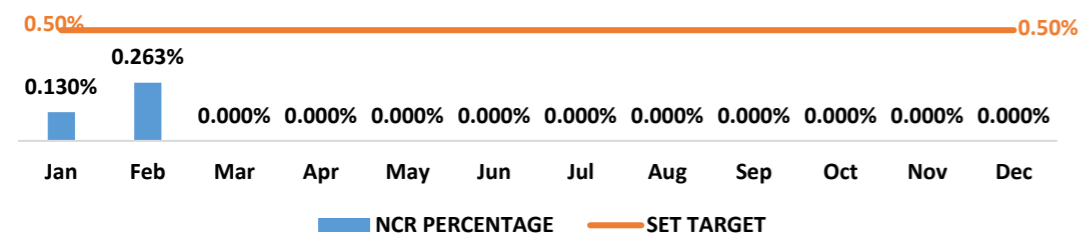
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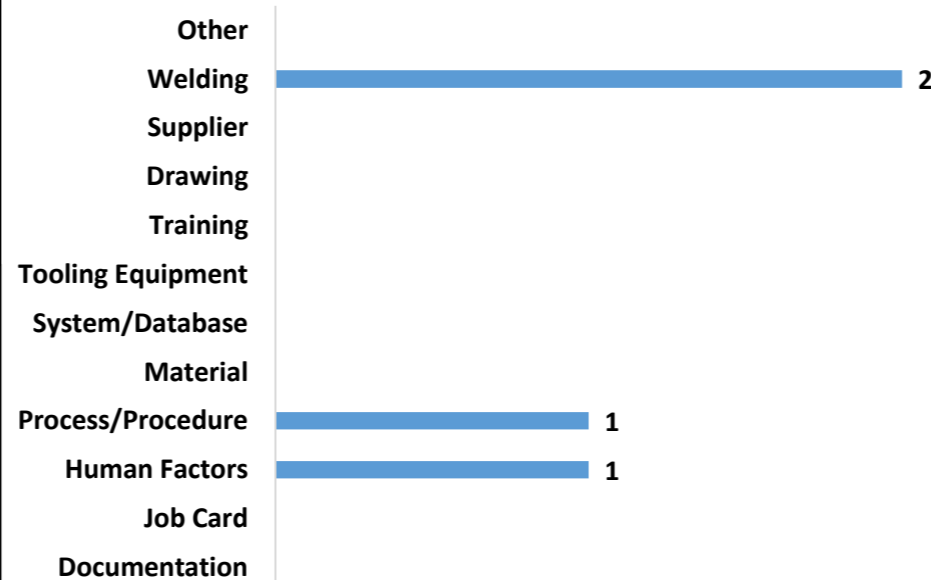
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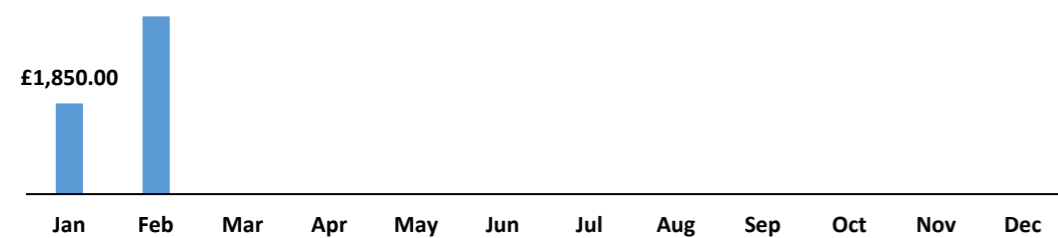
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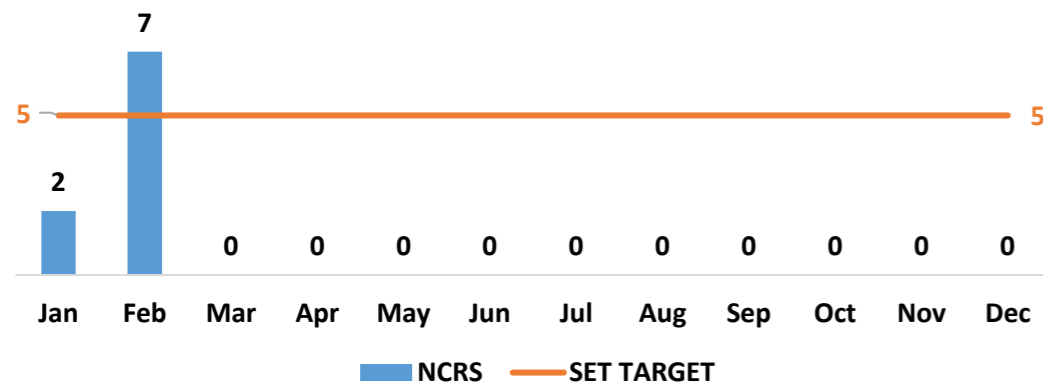
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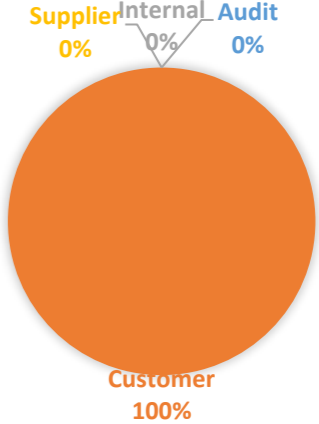
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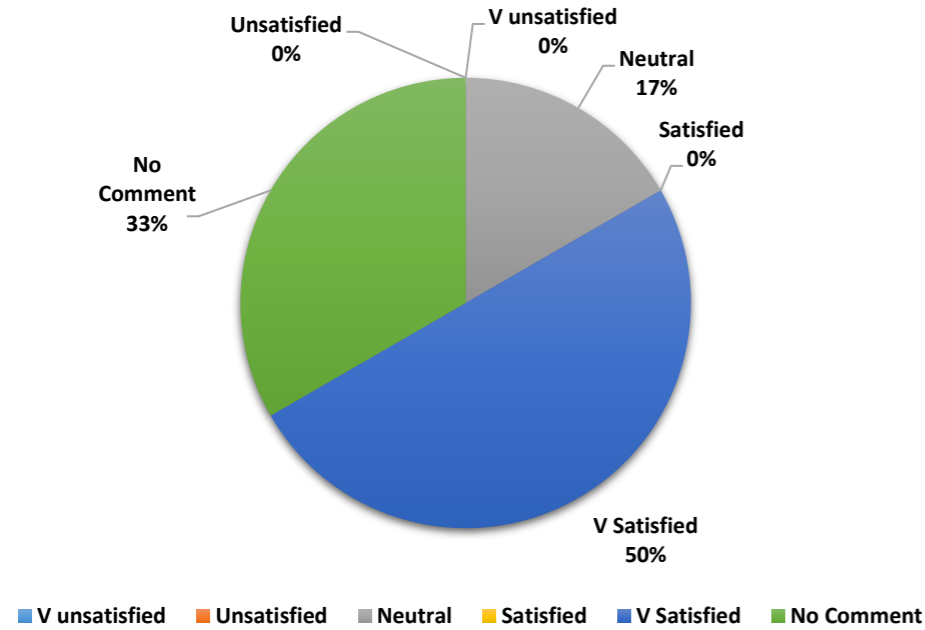
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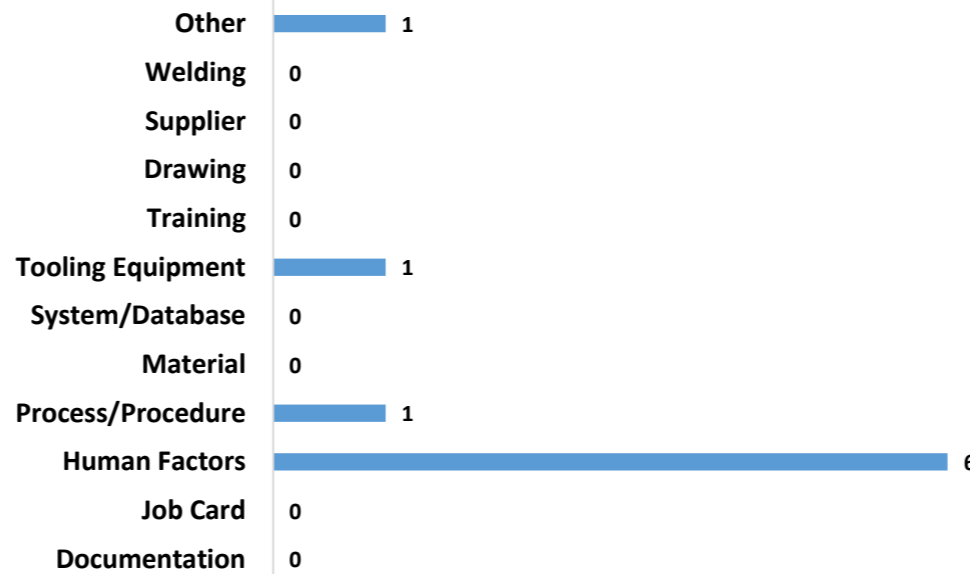
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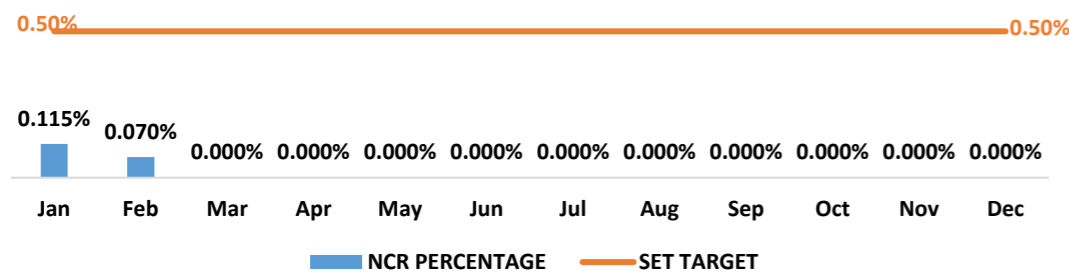
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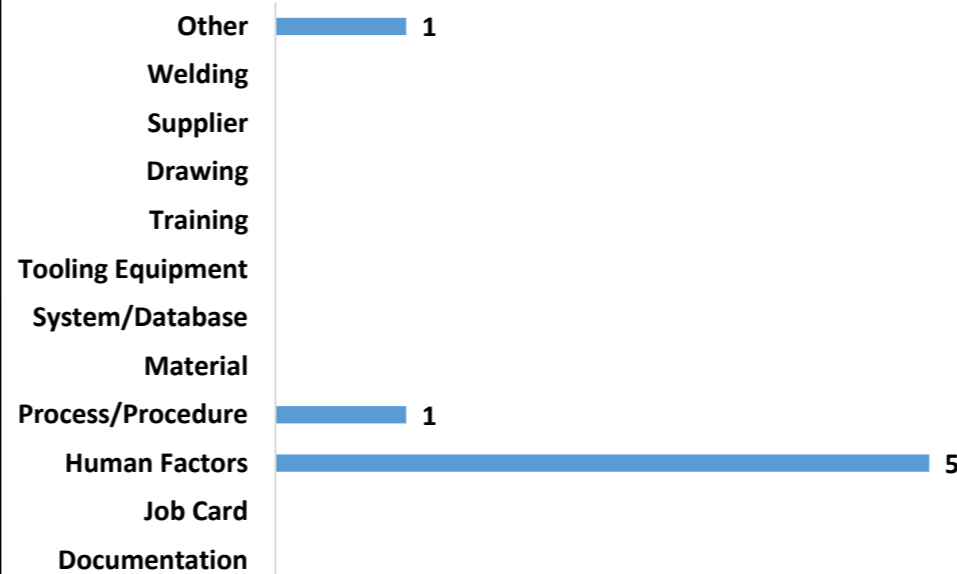
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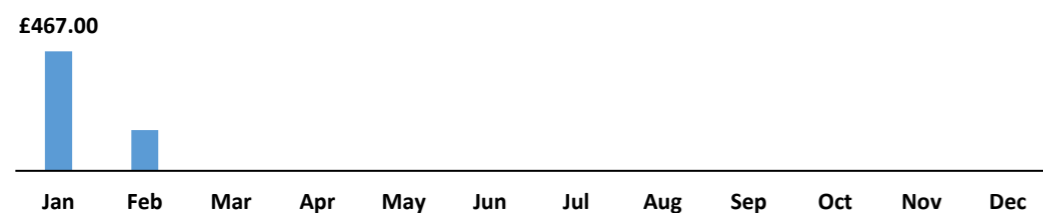
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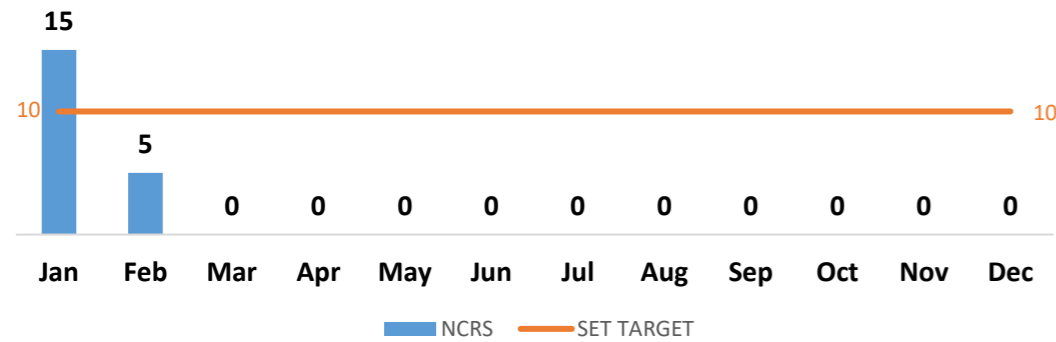
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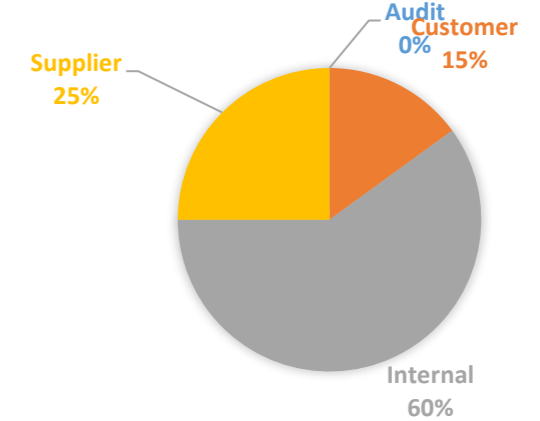
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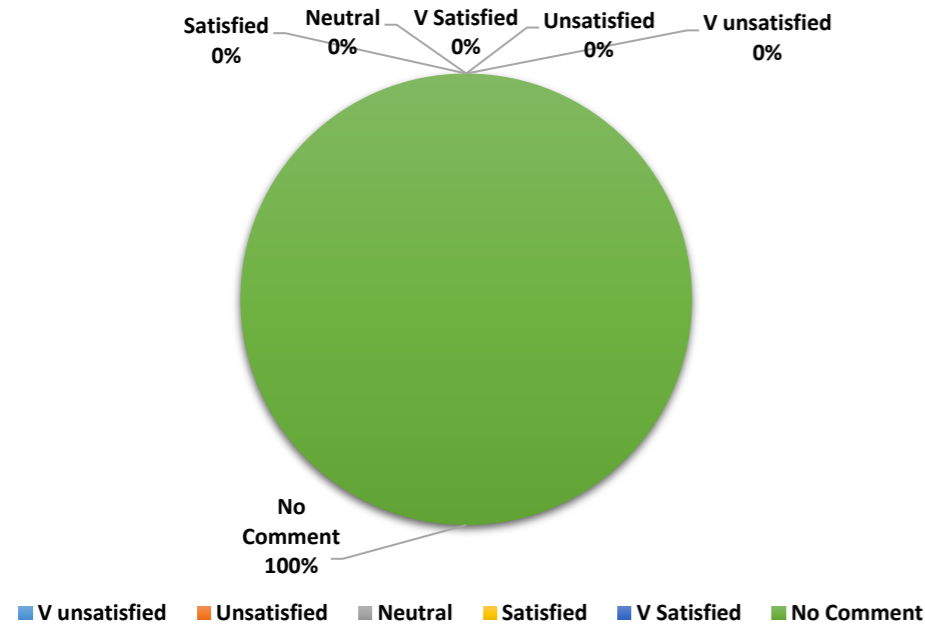
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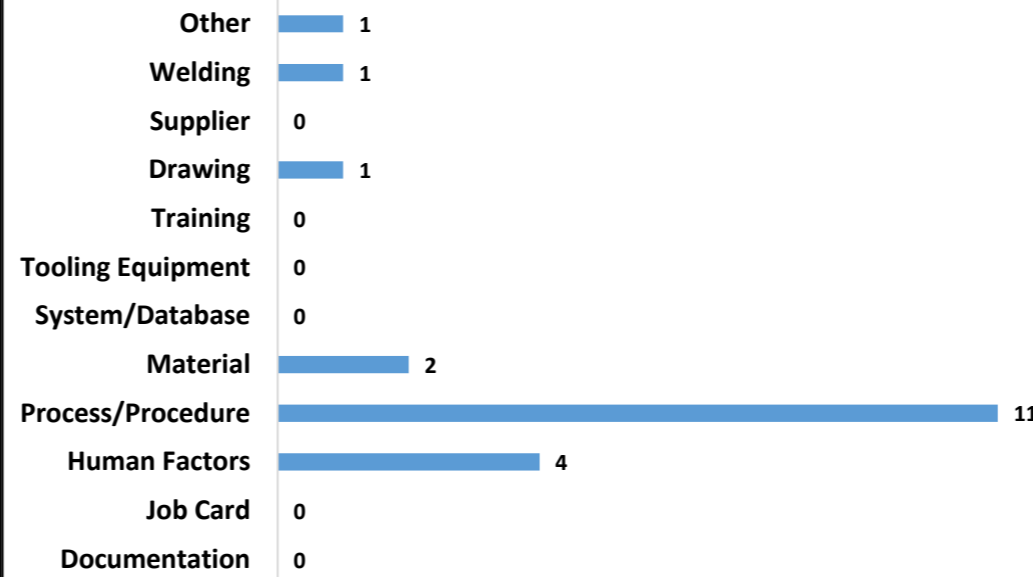
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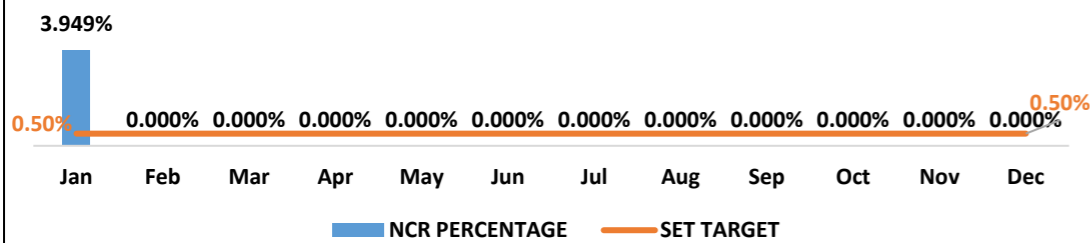
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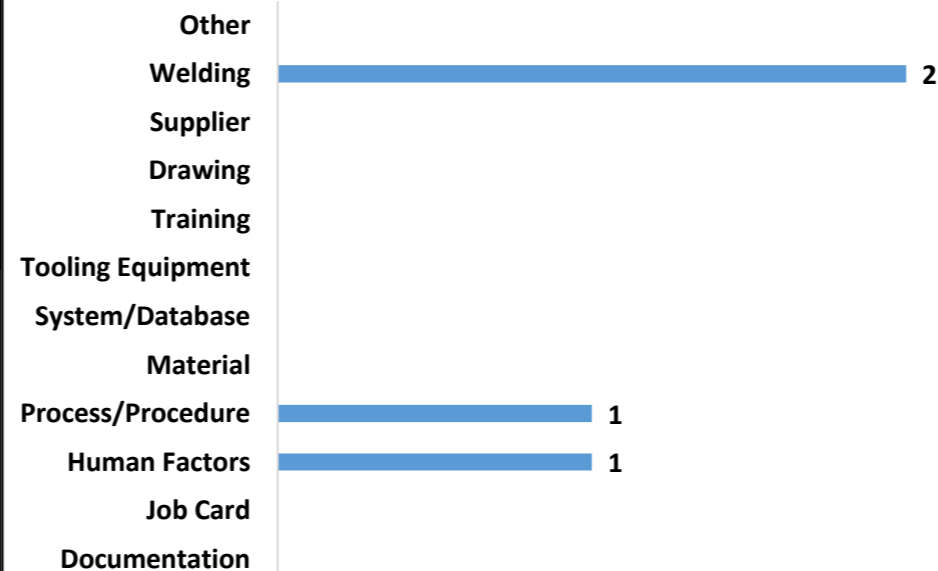
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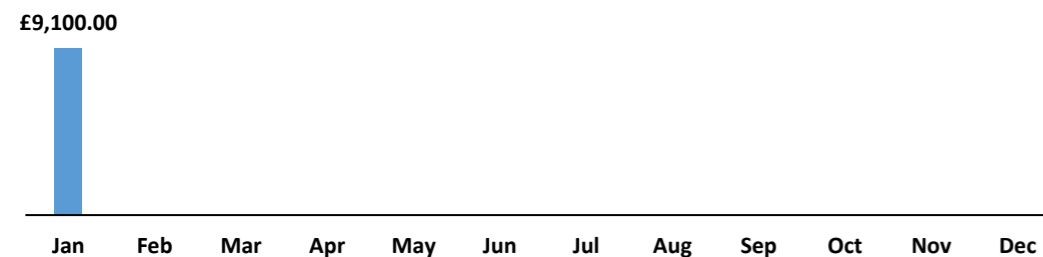
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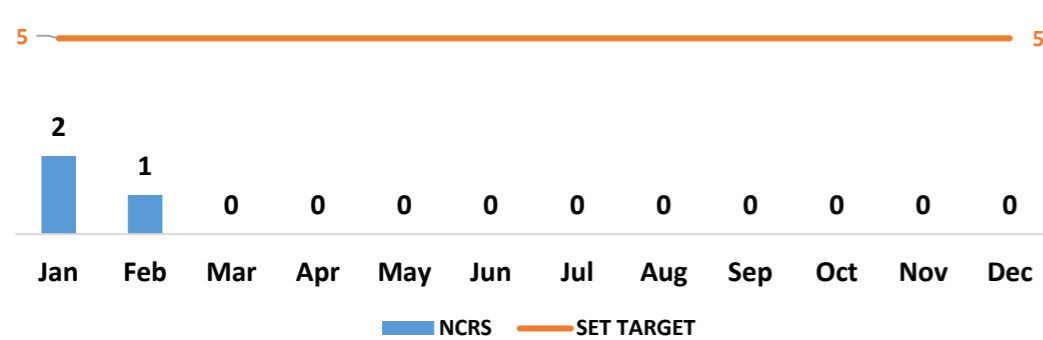
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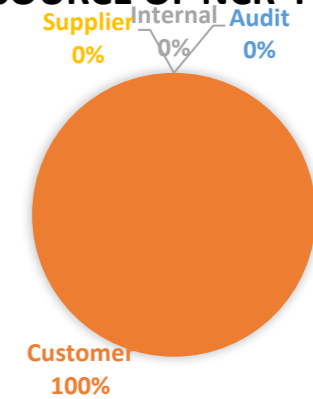
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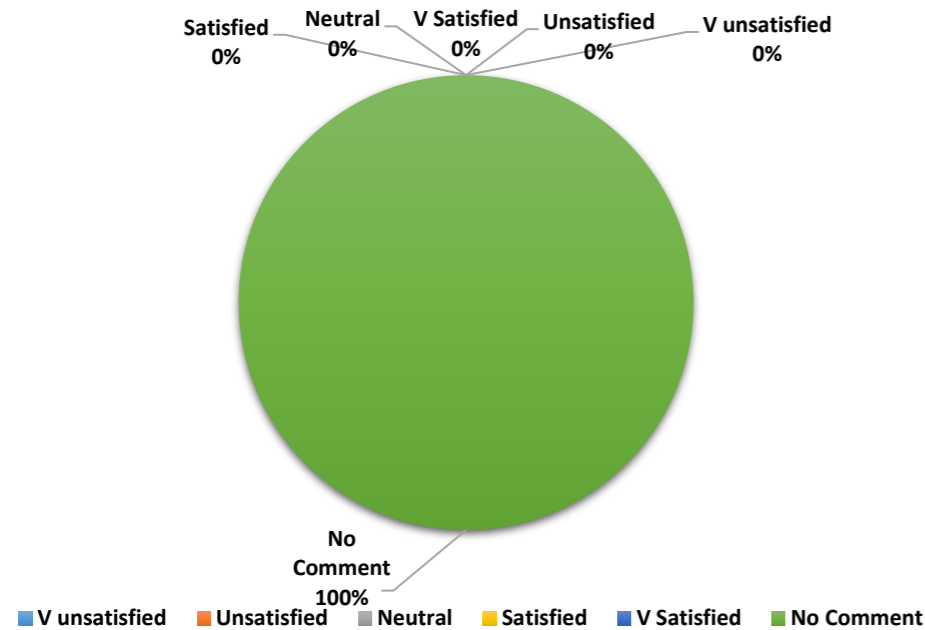
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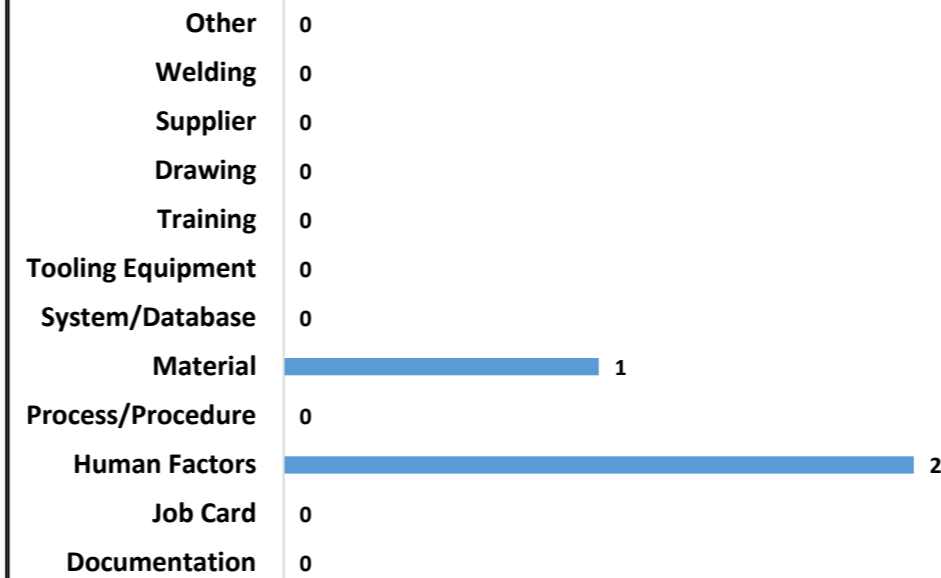
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### CUSTOMER SATISFACTION AFTER NCR ACTION-YTD



### AREA OF NCR-YTD



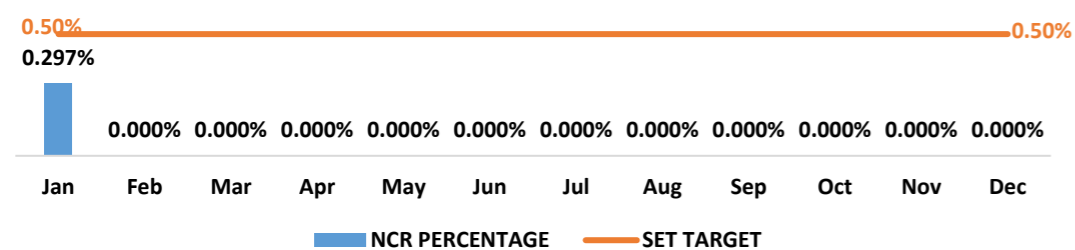
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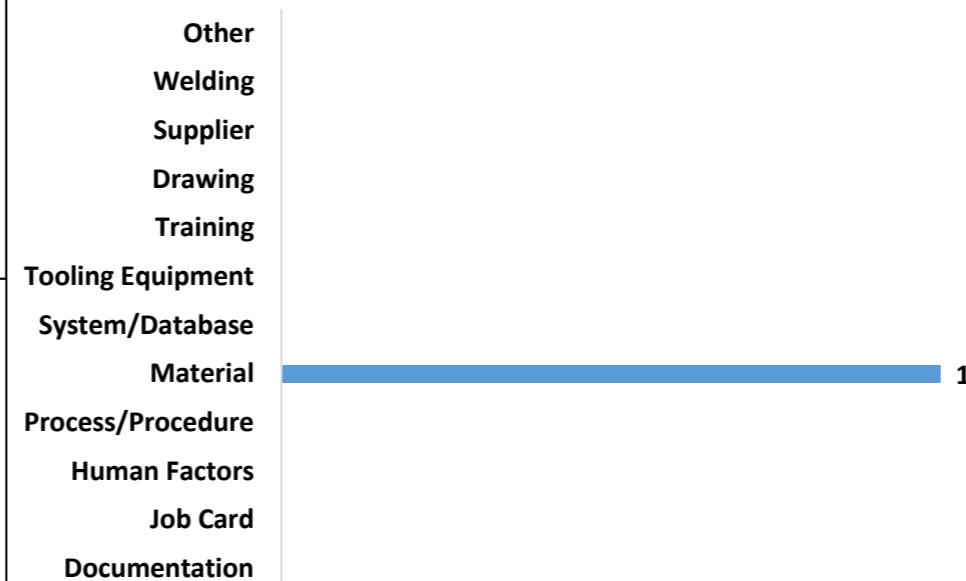
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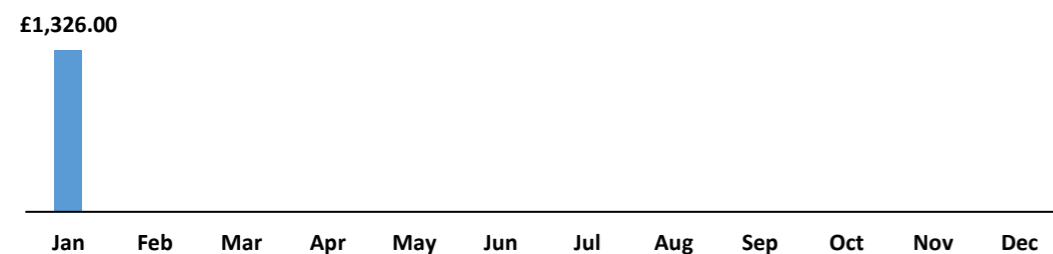
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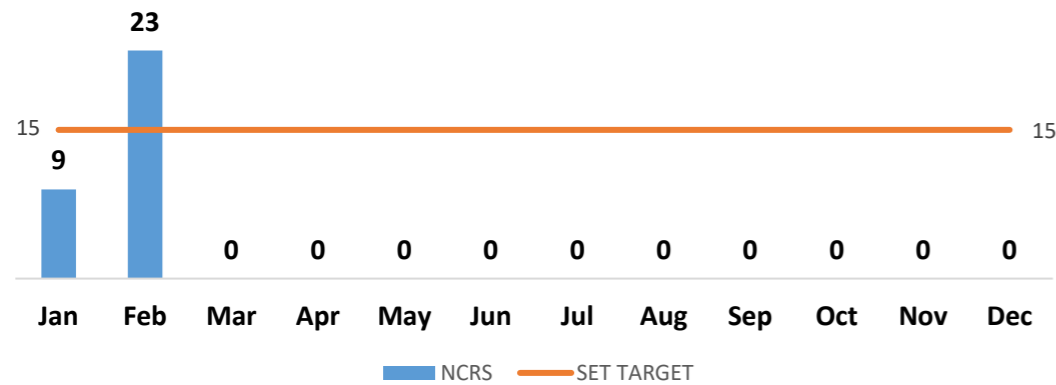
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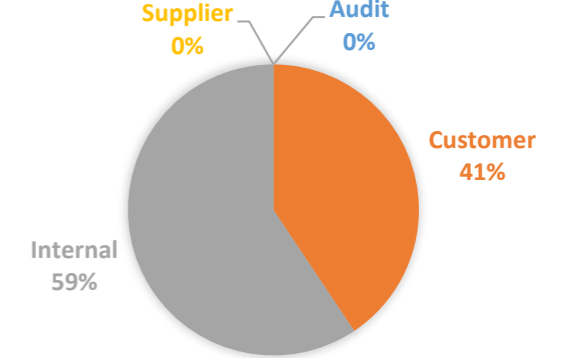
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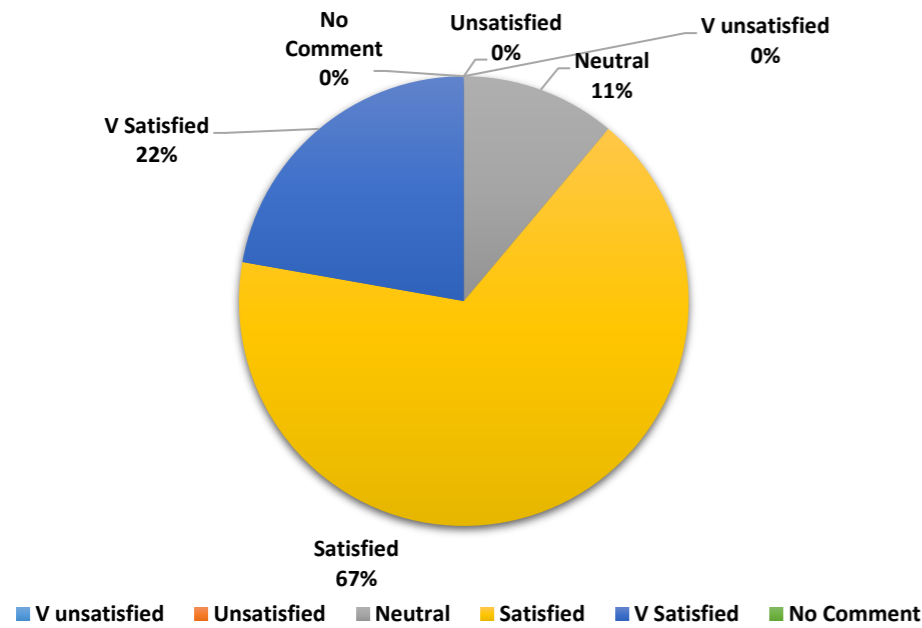
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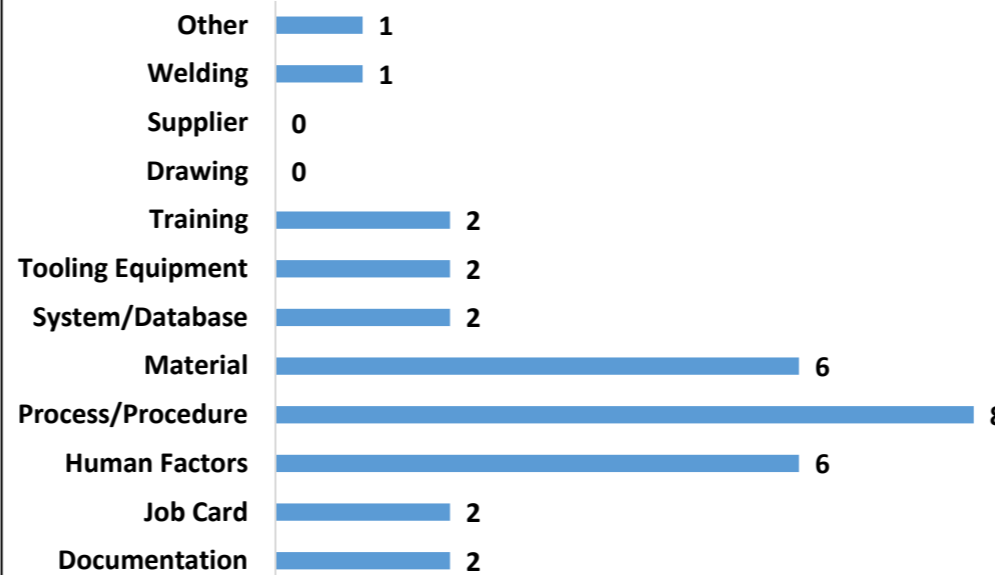
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**CUSTOMER SATISFACTION AFTER NCR ACTION-YTD**



**AREA OF NCR-YTD**



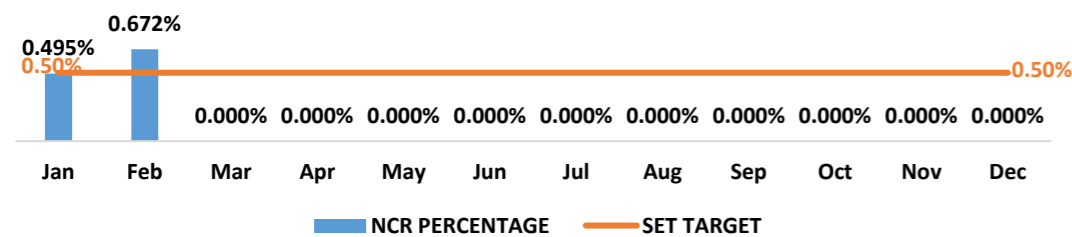
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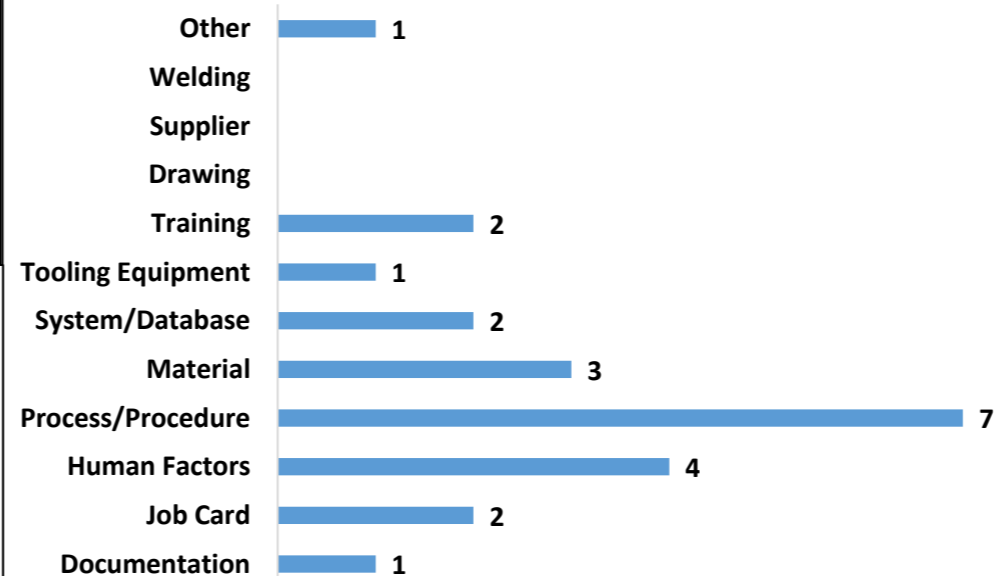
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**COST PERCENTAGE OF NCRS AGAINST TURNOVER-YTD**



**AREA OF NCR-FEB**



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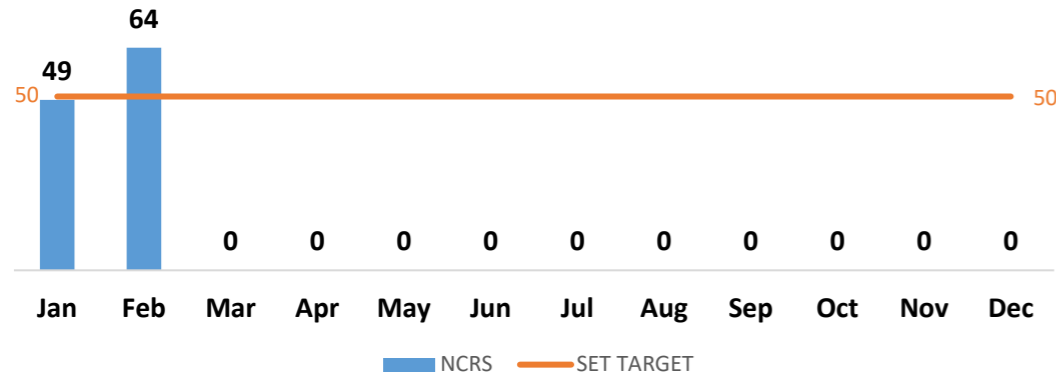
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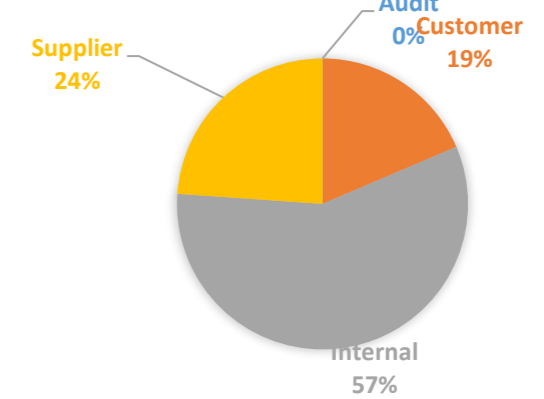
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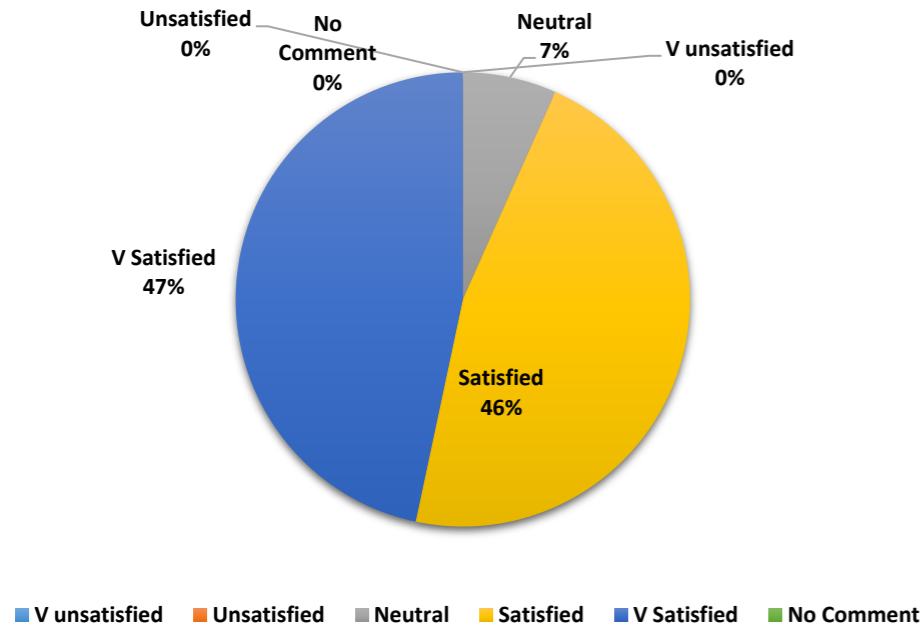
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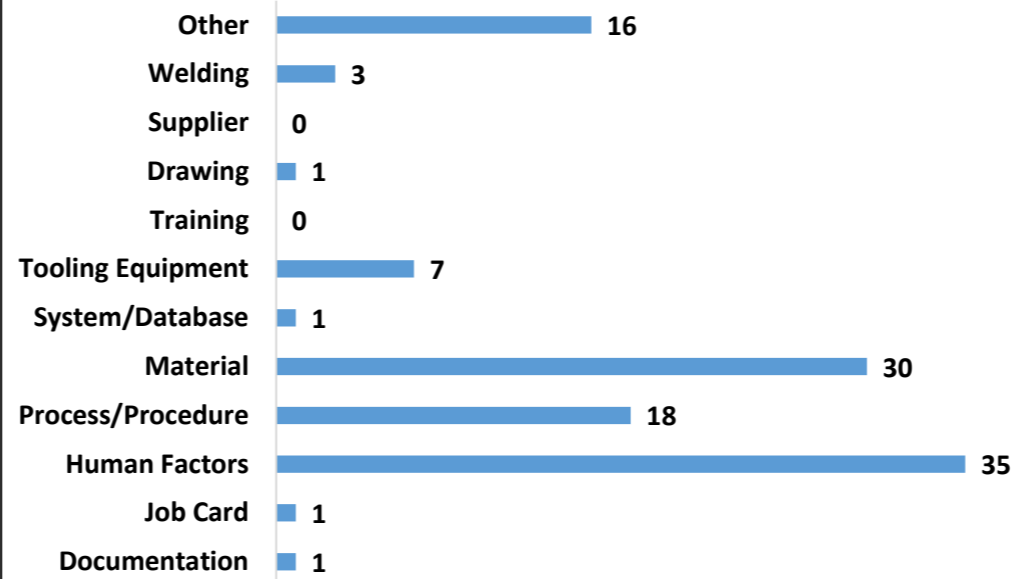
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### CUSTOMER SATISFACTION AFTER NCR ACTION-YTD



### AREA OF NCR-YTD



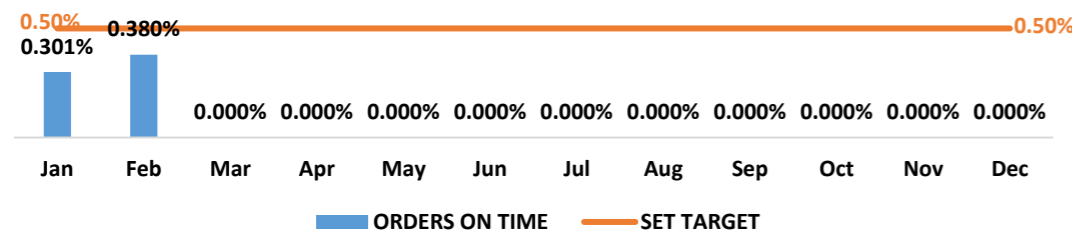
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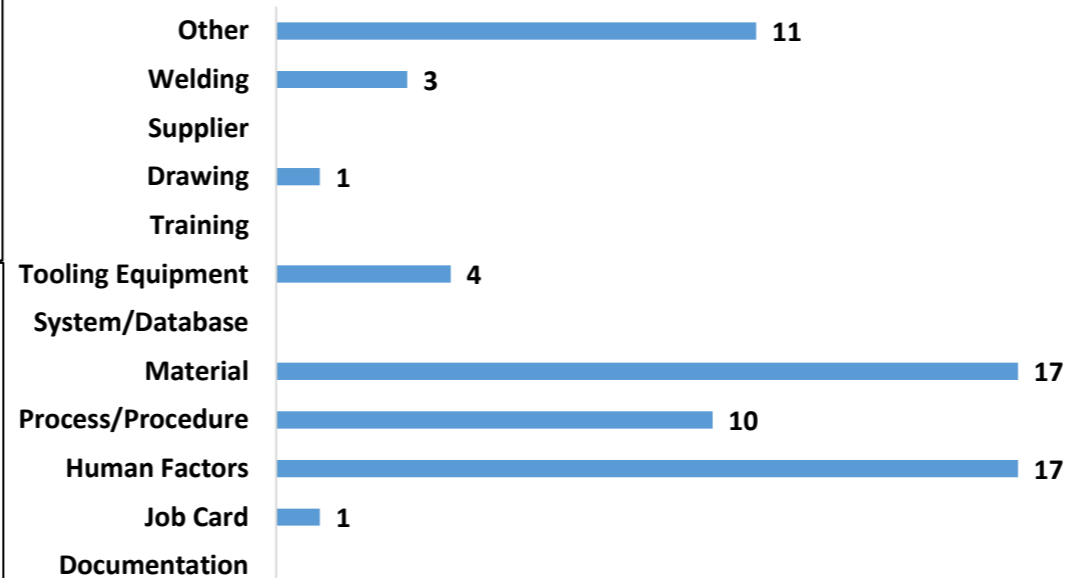
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### COST PERCENTAGE OF NCRS AGAINST TURNOVER-YTD



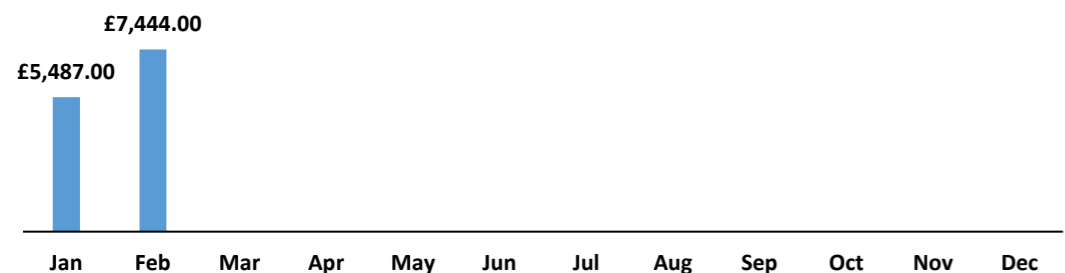
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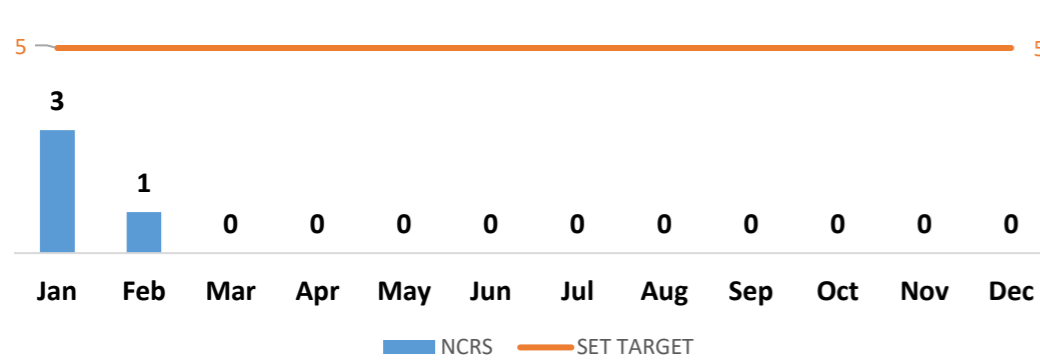
### COST OF NCRS-YTD



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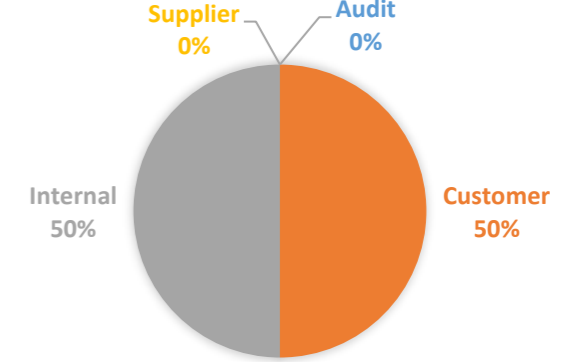
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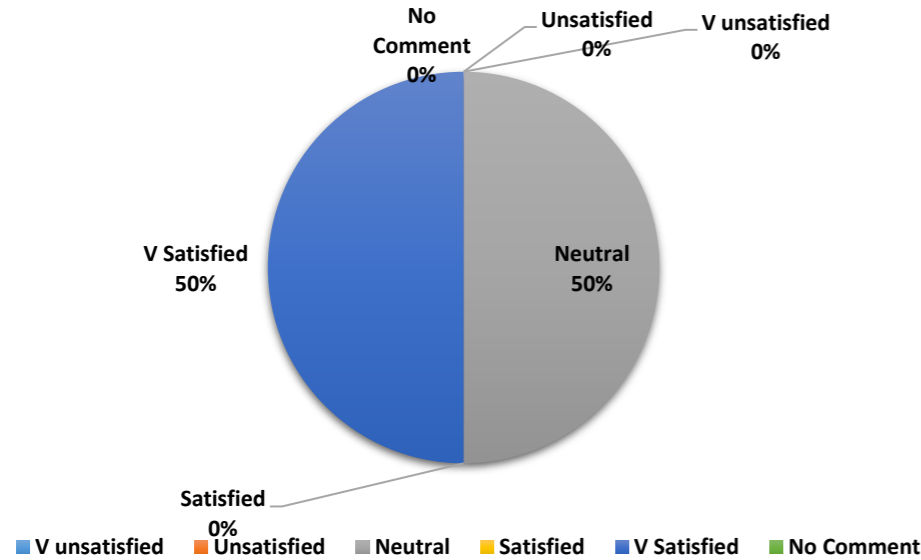
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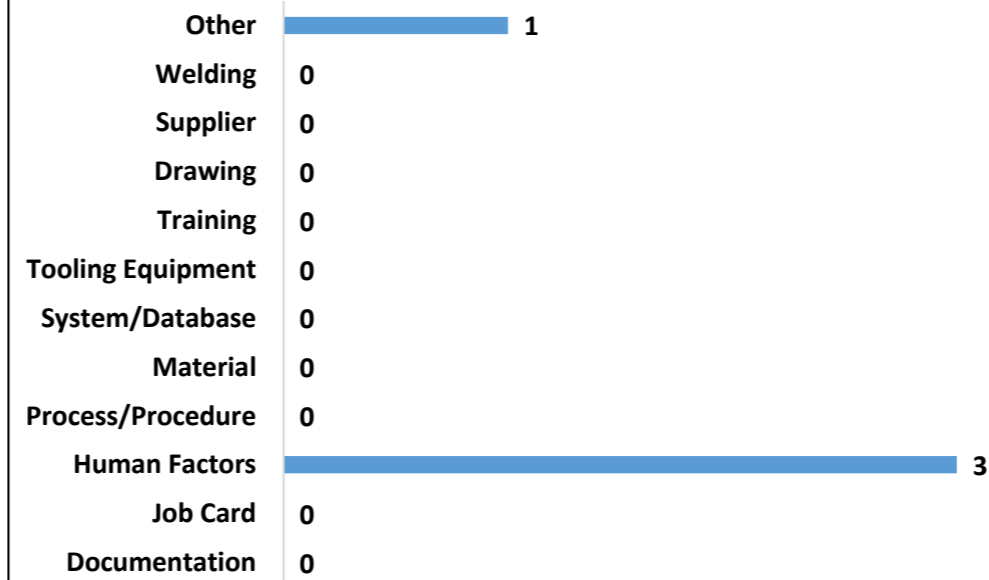
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### CUSTOMER SATISFACTION AFTER NCR ACTION-YTD



### AREA OF NCR-YTD



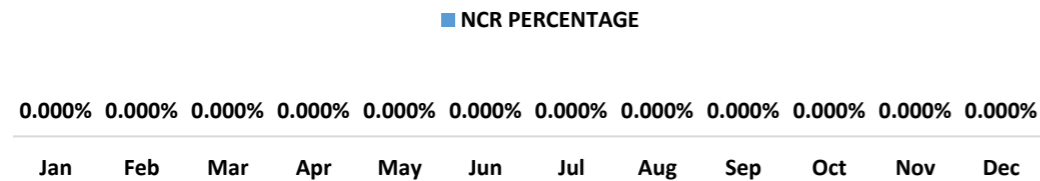
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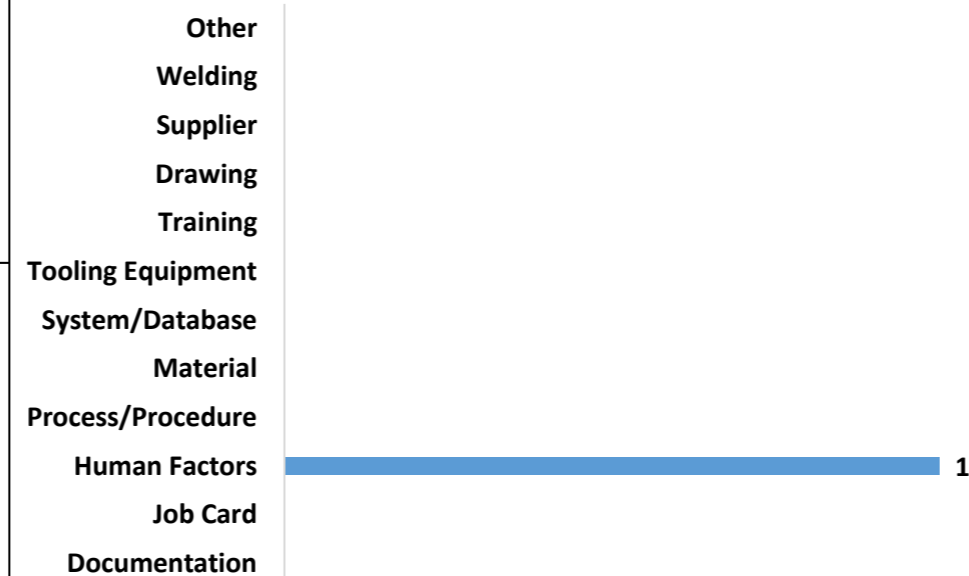
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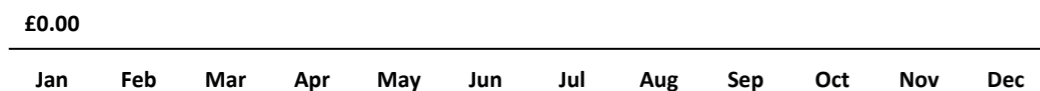
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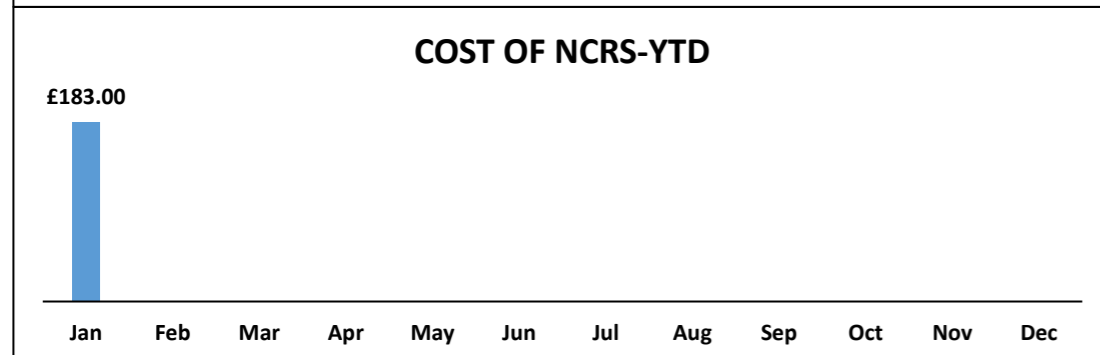
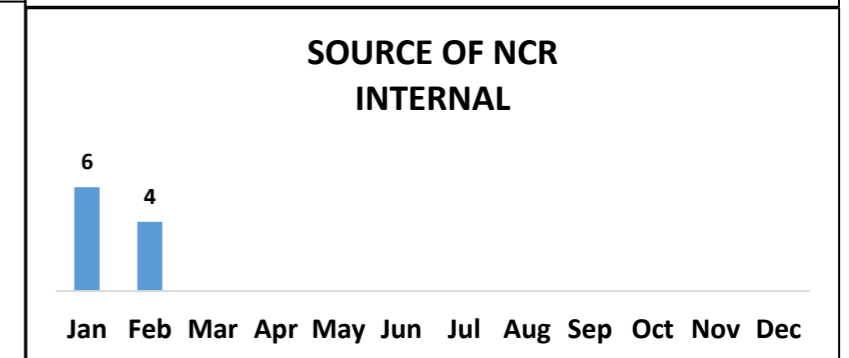
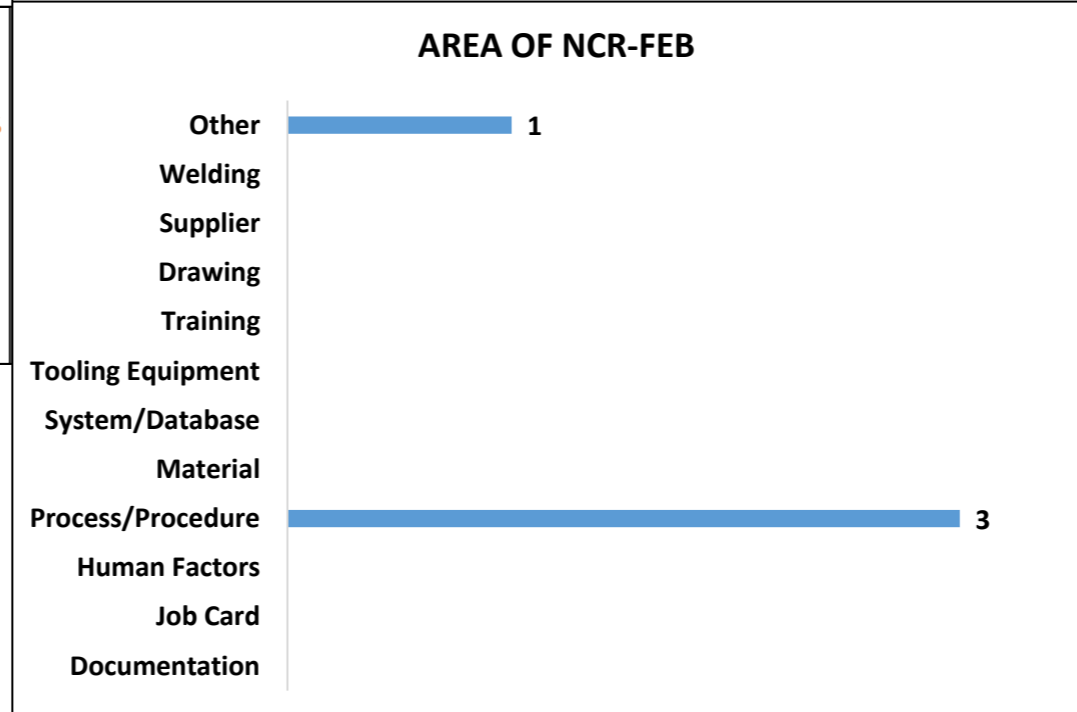
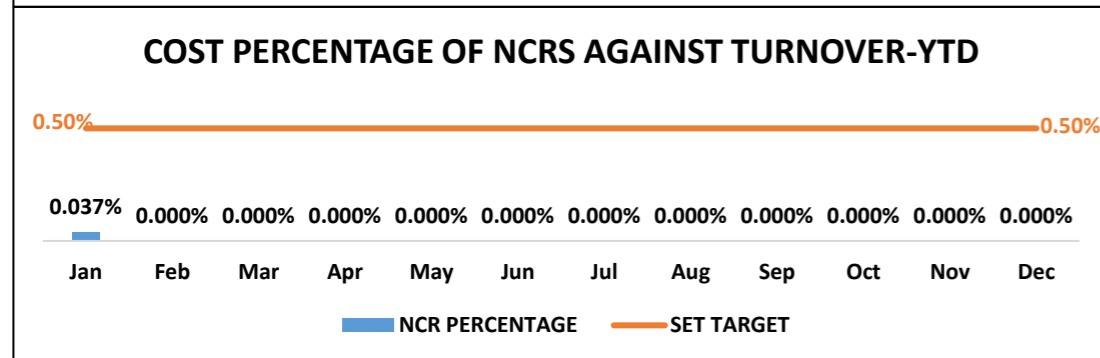
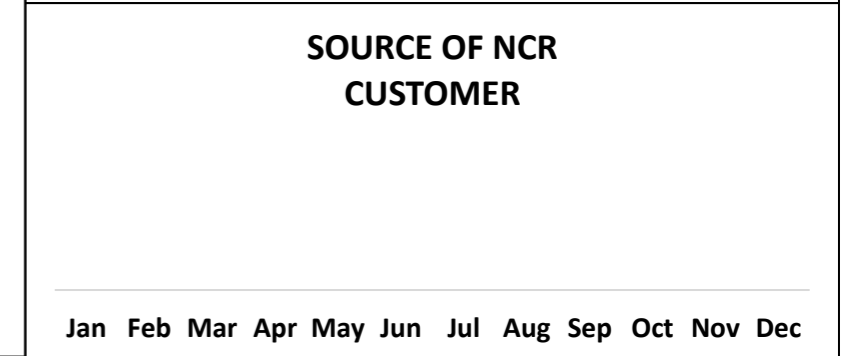
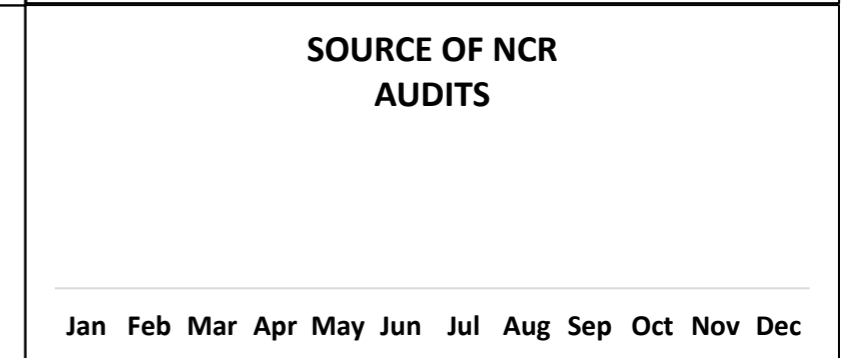
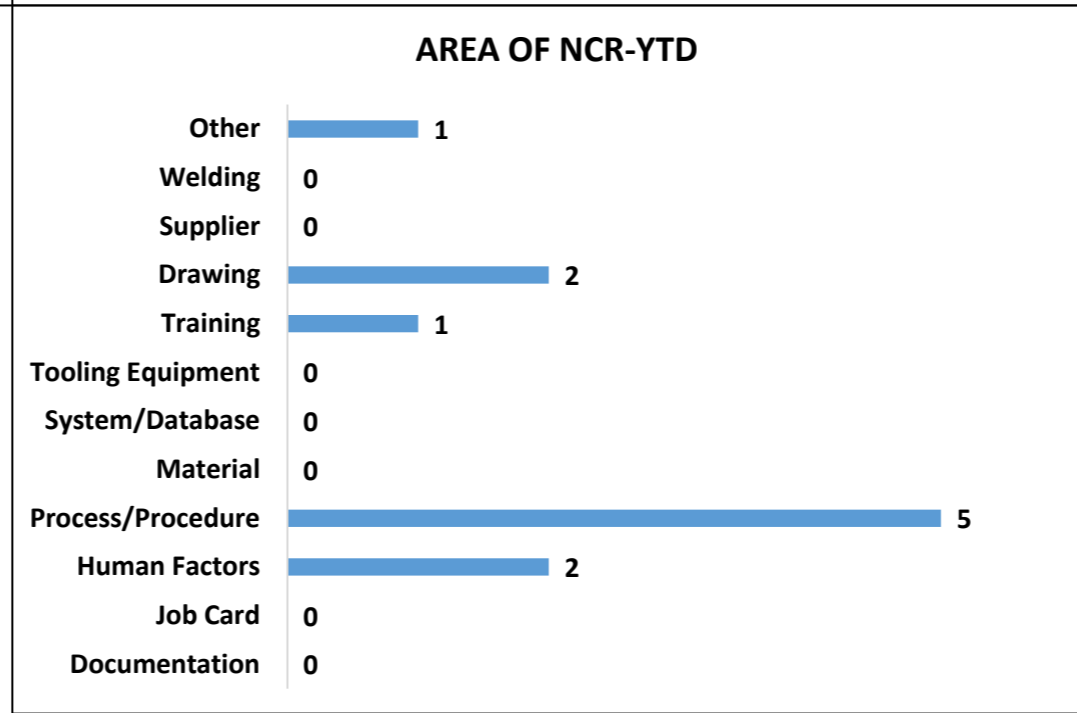
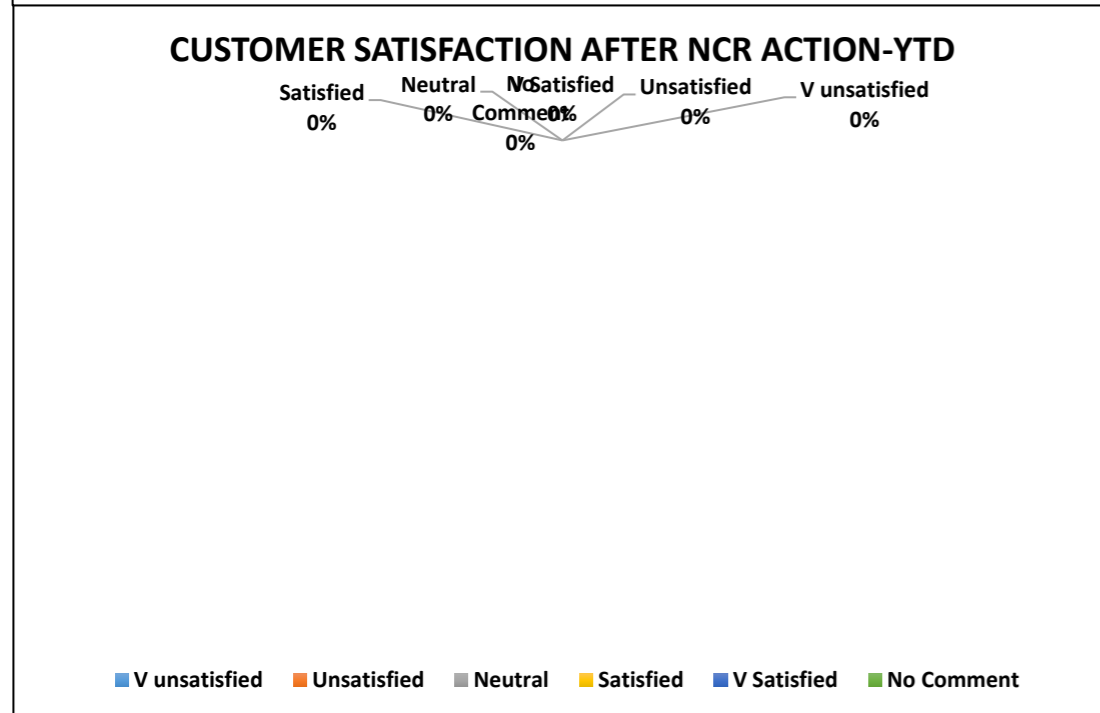
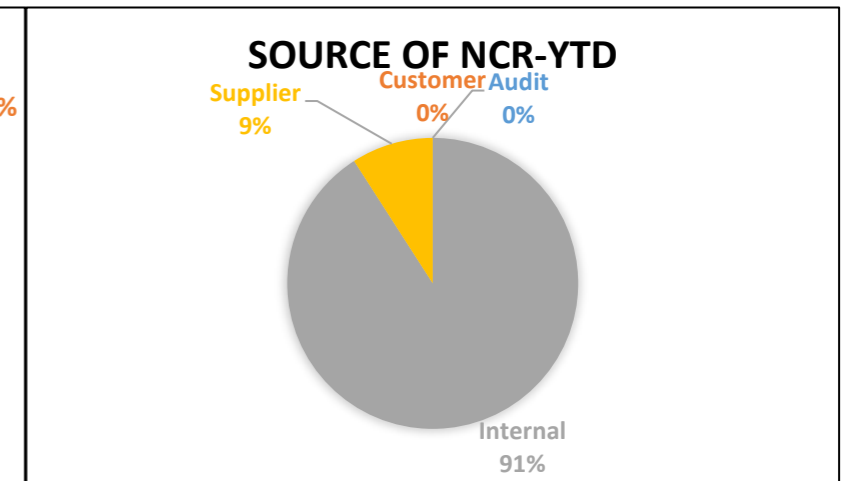
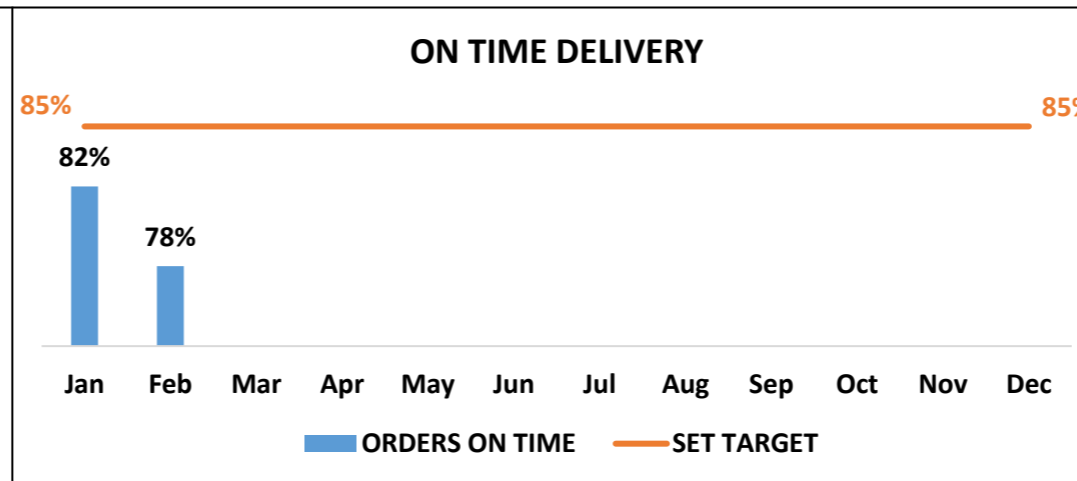
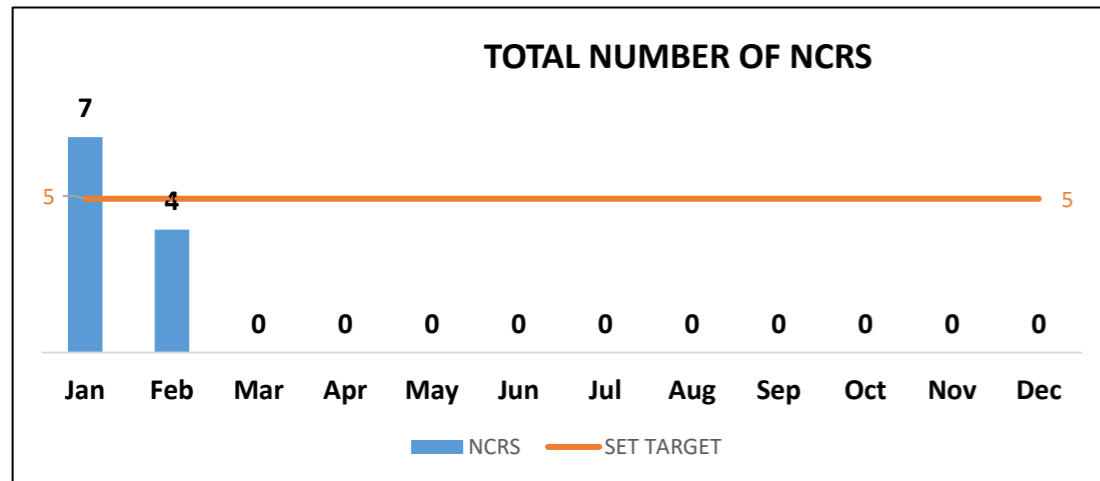
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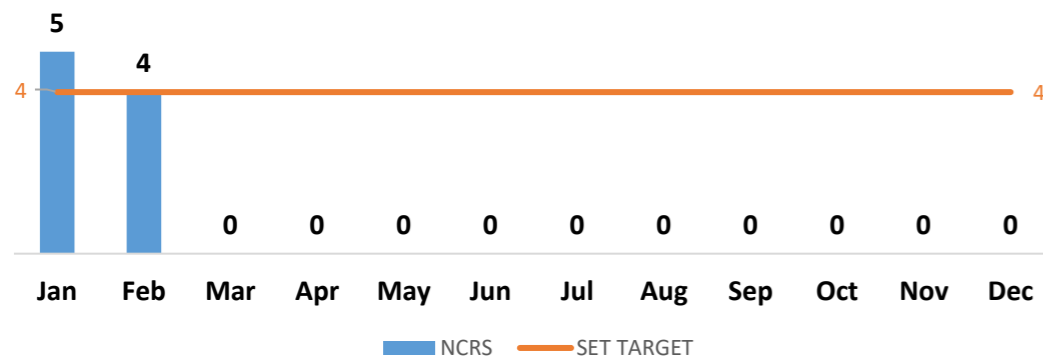
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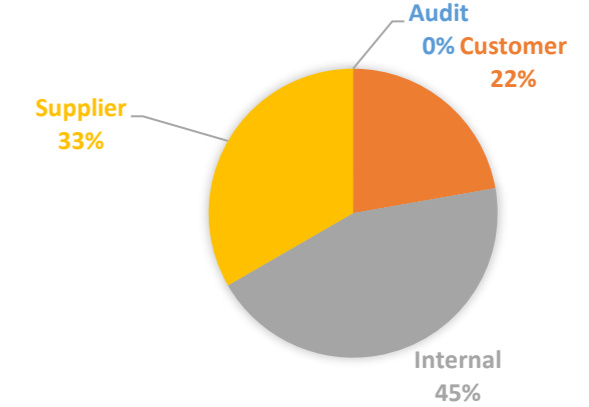
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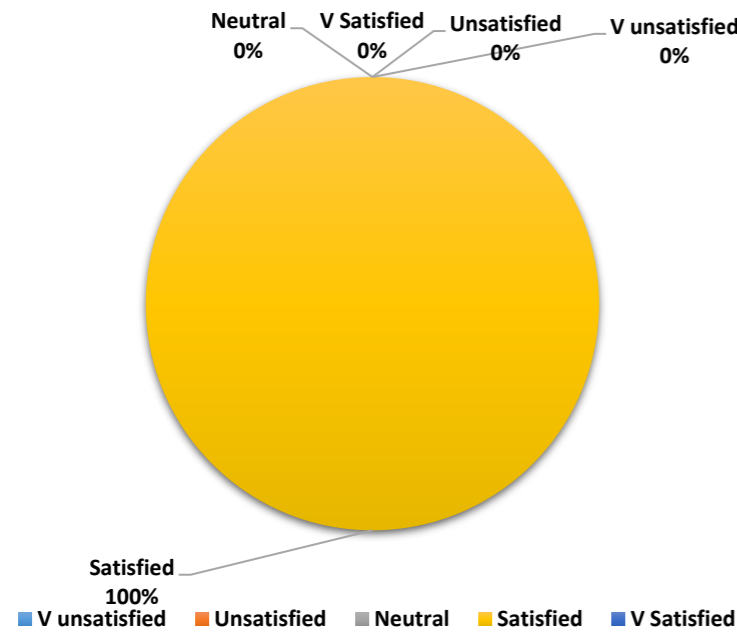
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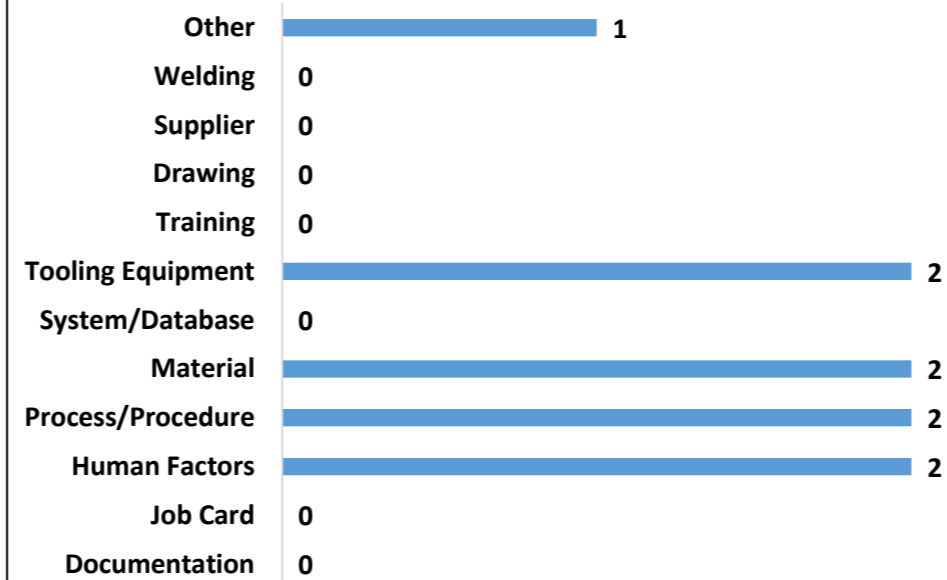
### SOURCE OF NCR-YTD



### CUSTOMER SATISFACTION AFTER NCR ACTION-YTD



### AREA OF NCR-YTD



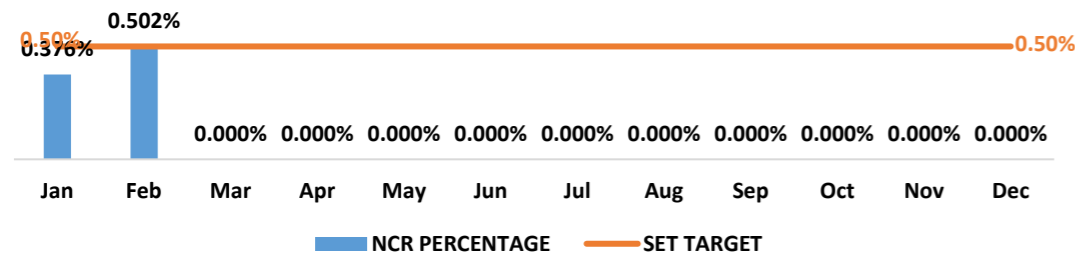
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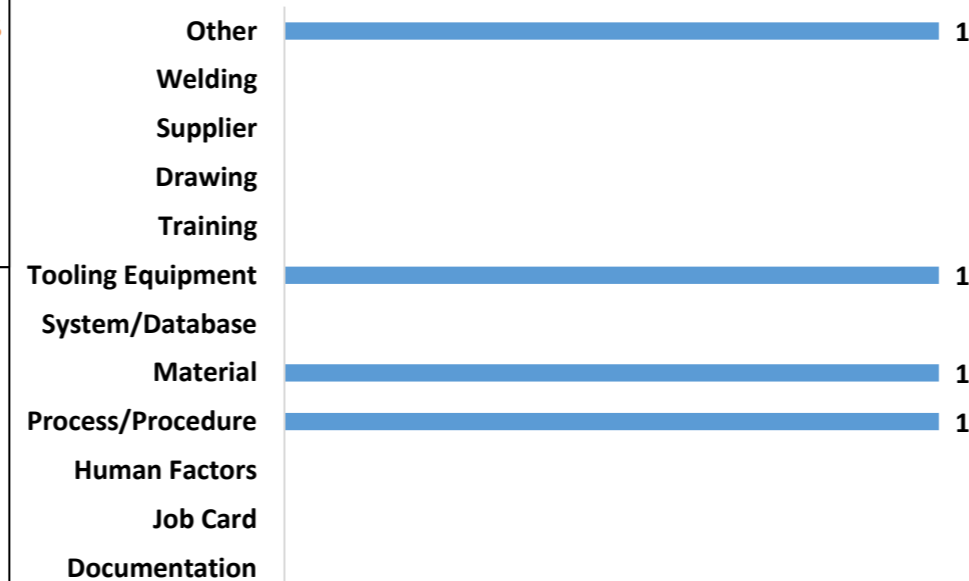
### SOURCE OF NCR CUSTOMER



### COST PERCENTAGE OF NCRS AGAINST TURNOVER-YTD



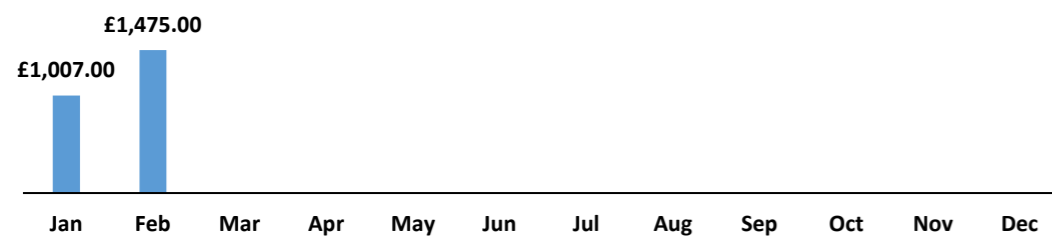
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### SOURCE OF NCR INTERNAL



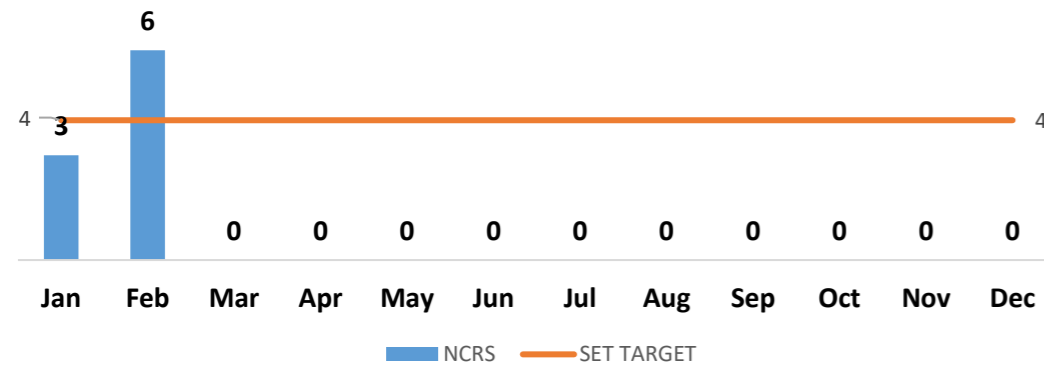
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### SOURCE OF NCR SUPPLIER



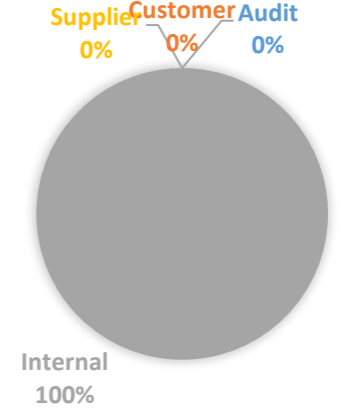
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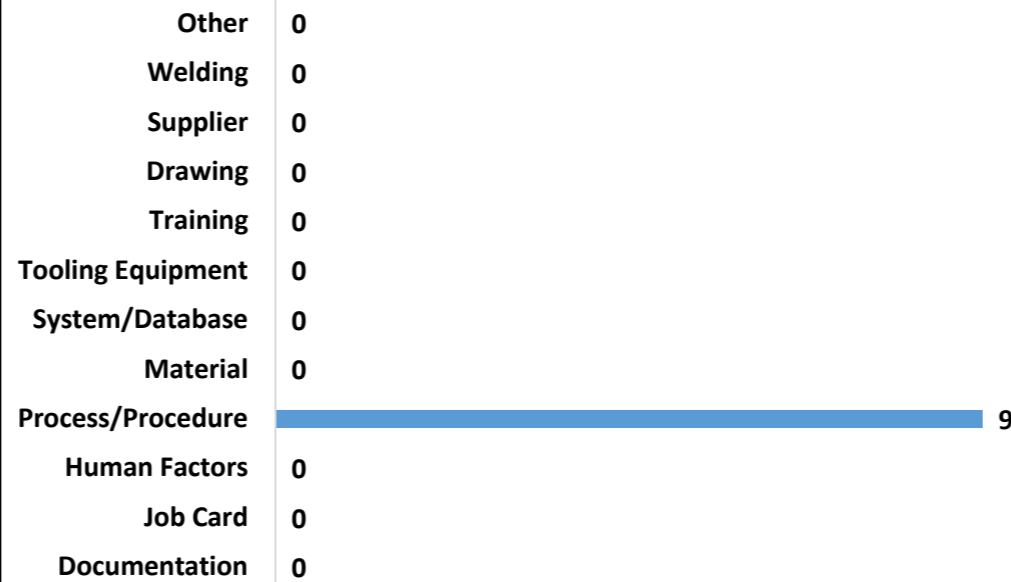
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### CUSTOMER SATISFACTION AFTER NCR ACTION-YTD



### AREA OF NCR-YTD



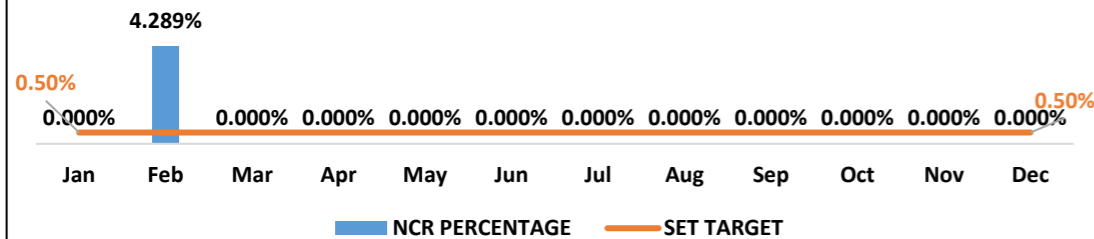
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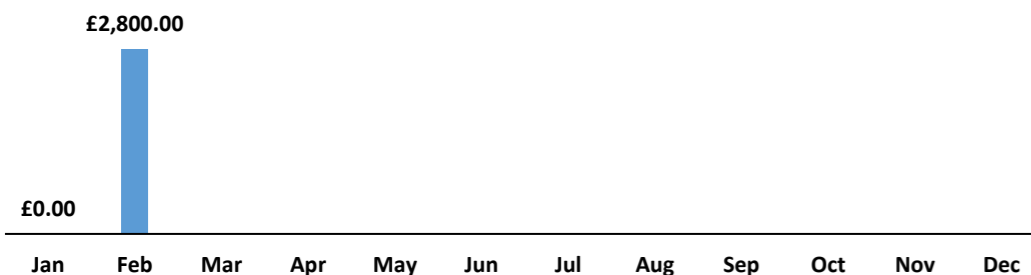
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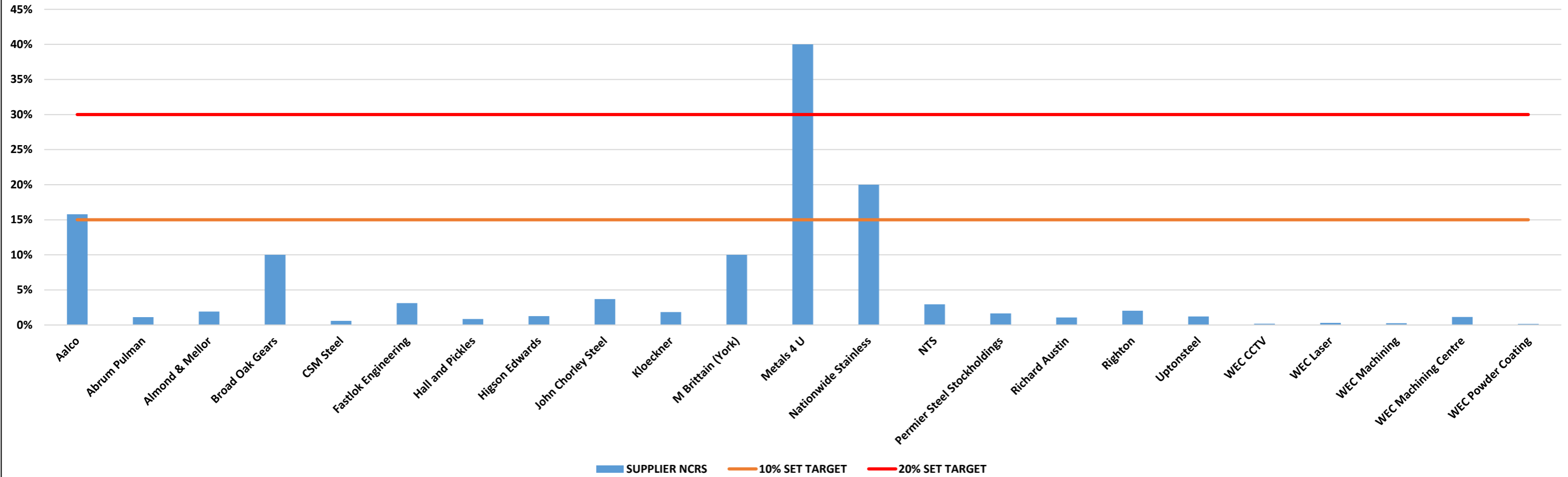
### COST OF NCR-YTD



### SOURCE OF NCR SUPPLIER



### PERCENTAGE OF NCRS AGAINST PURCHASES



#### 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.