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Divisional Managers responsibilities:

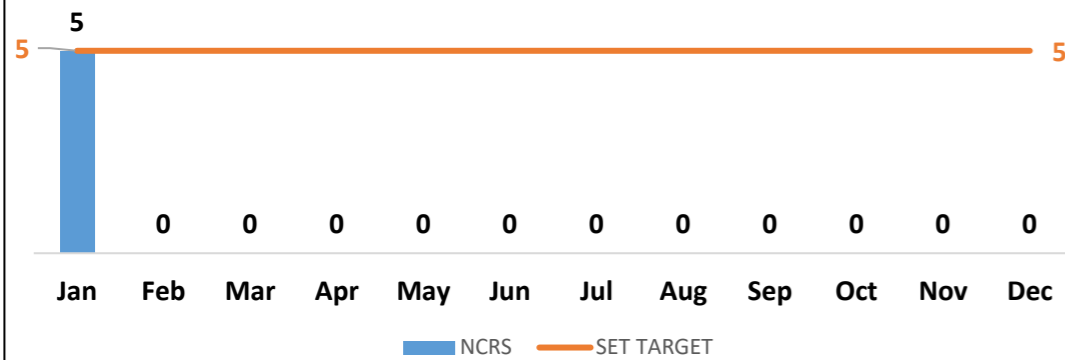
- Review the KPI data to ensure your division has not exceeded the set targets
- If the set targets have been exceeded, then that division is required to investigate the reasons why they have exceeded
- Once investigated, improvement actions should be considered and implemented if reasonably practicable

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.

JANUARY 2023

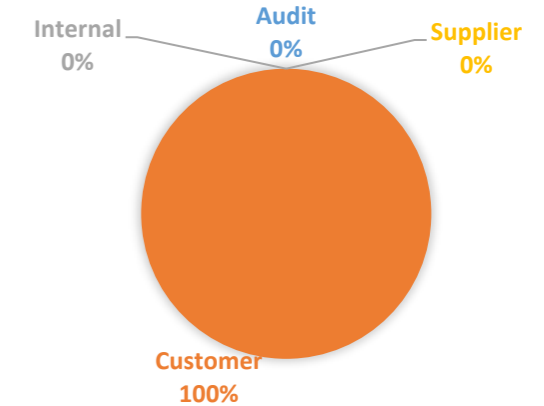
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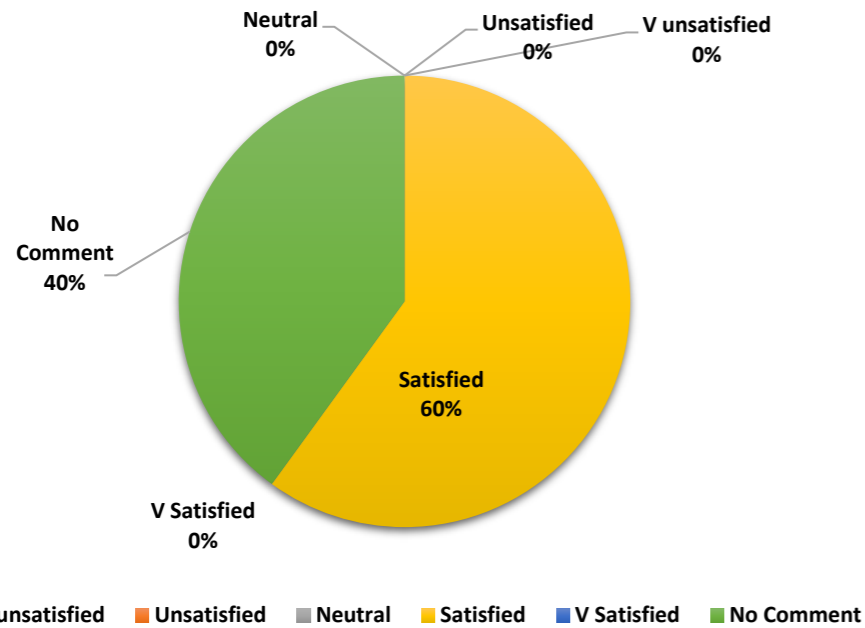
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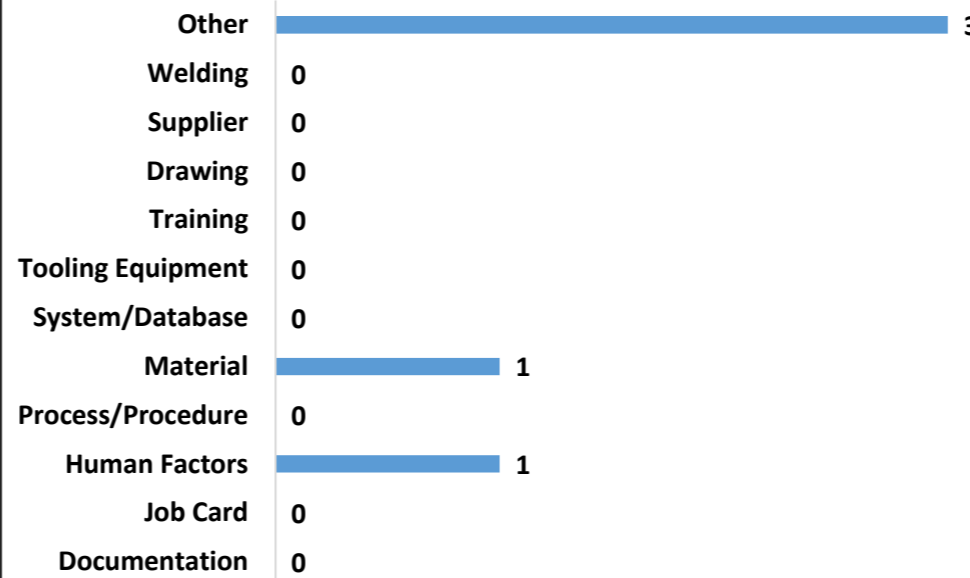
SOURCE OF NCR-YTD



CUSTOMER SATISFACTION AFTER NCR ACTION-YTD



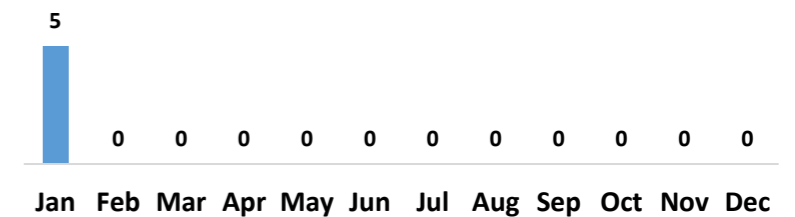
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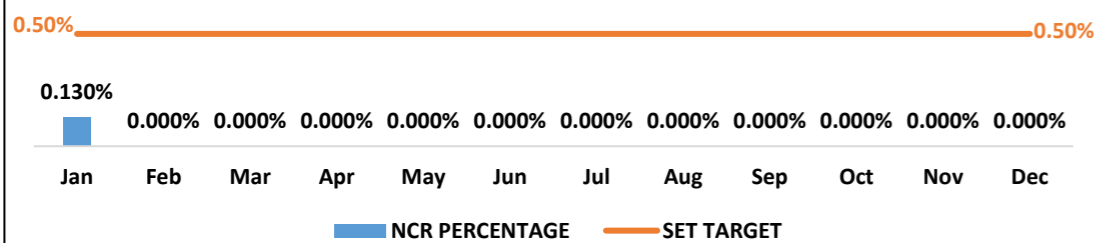
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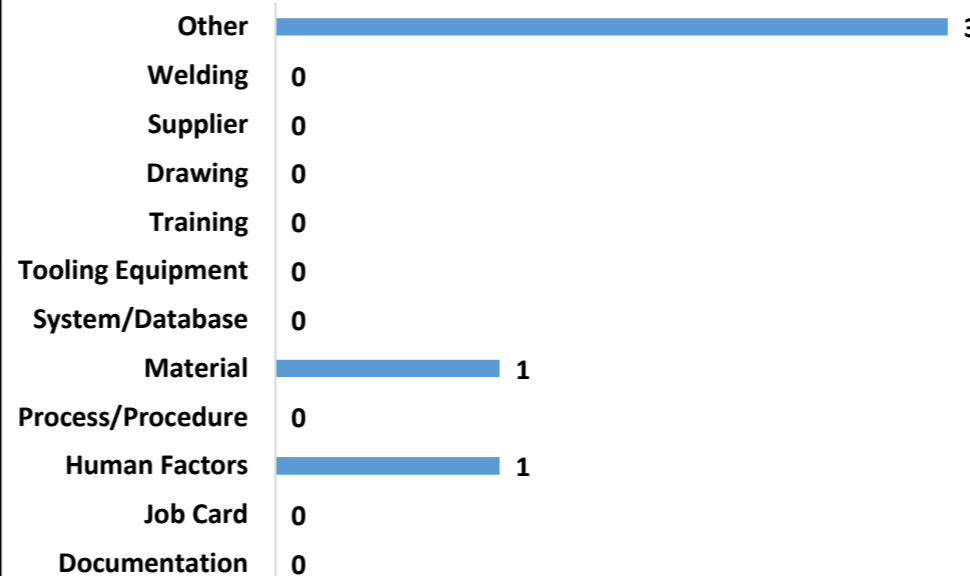
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COST PERCENTAGE OF NCRS AGAINST TURNOVER-YTD



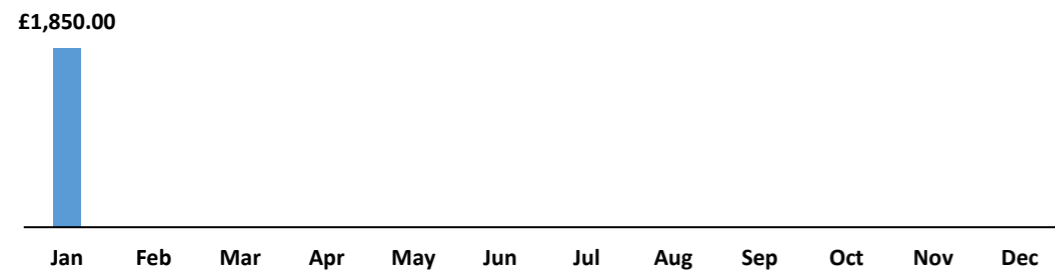
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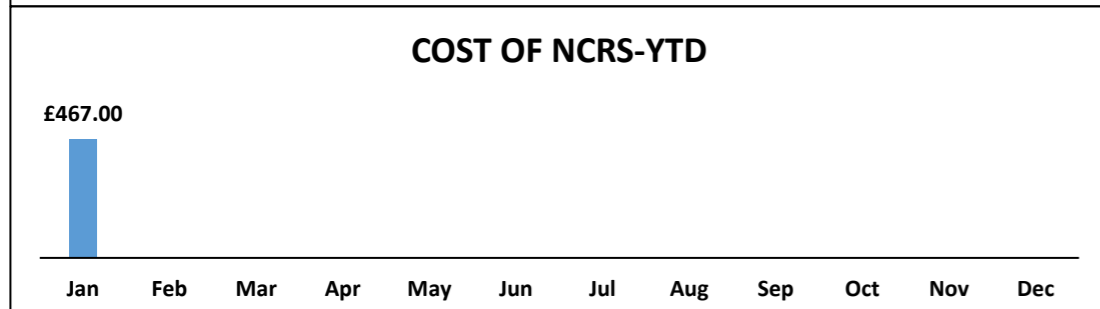
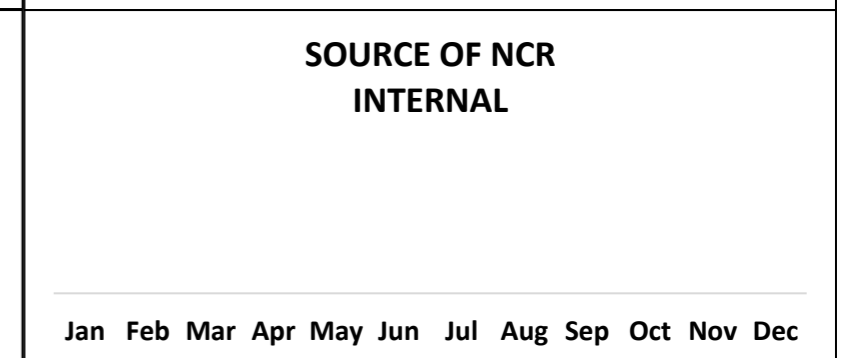
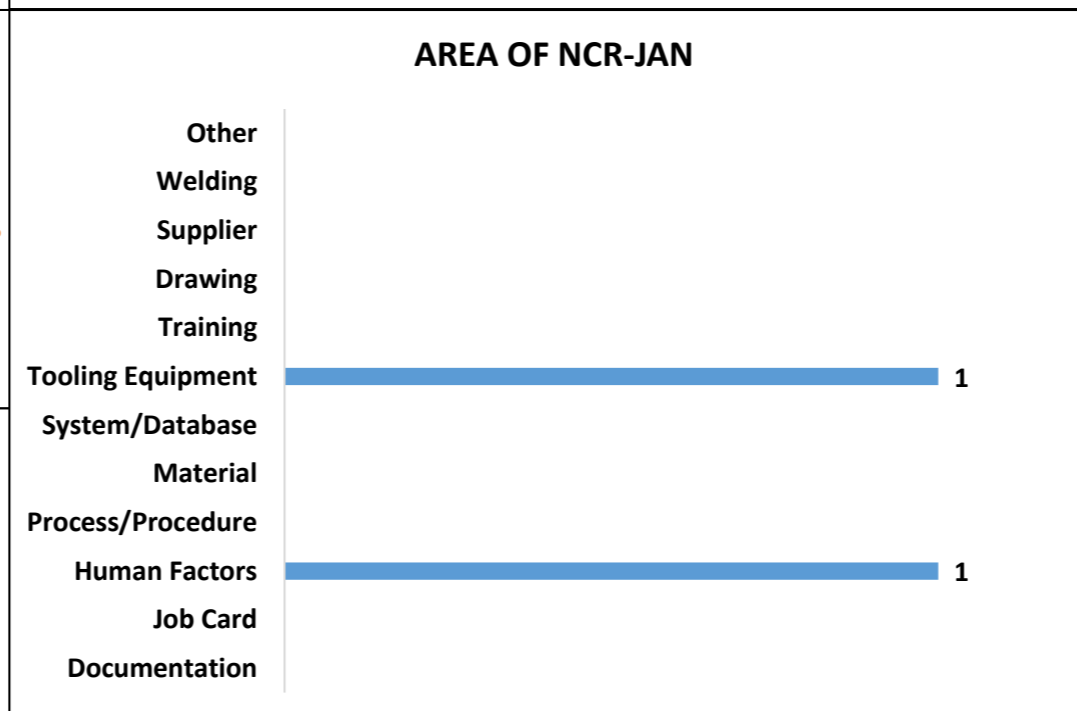
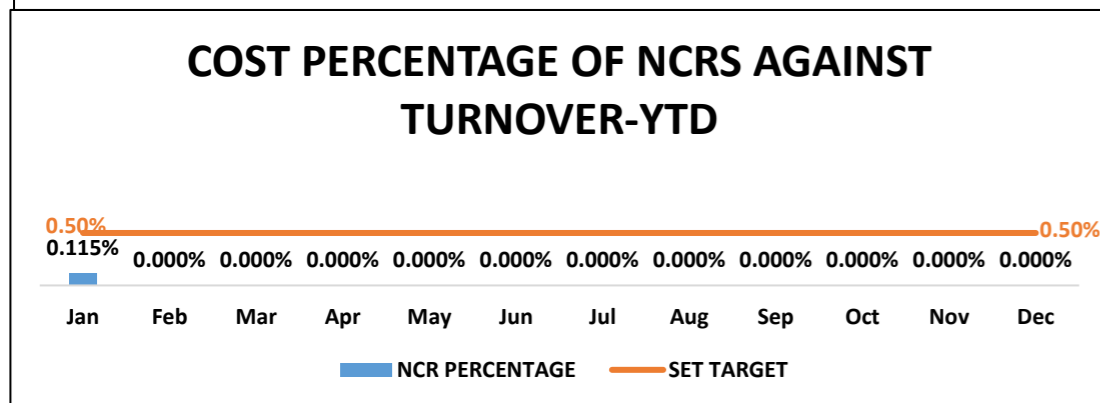
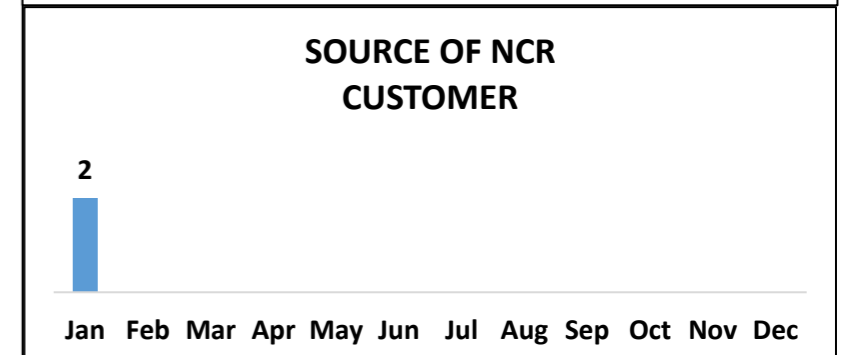
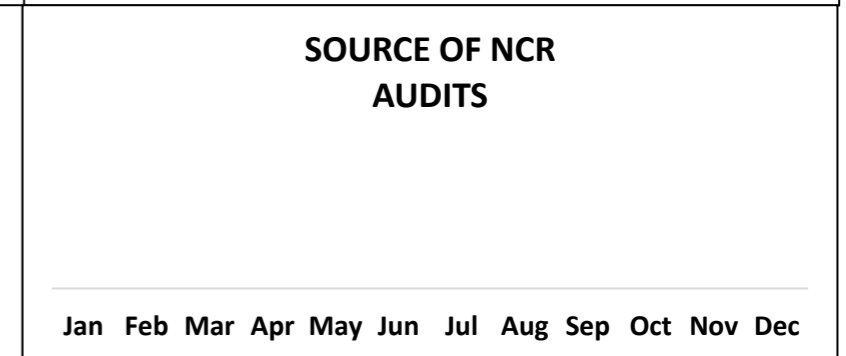
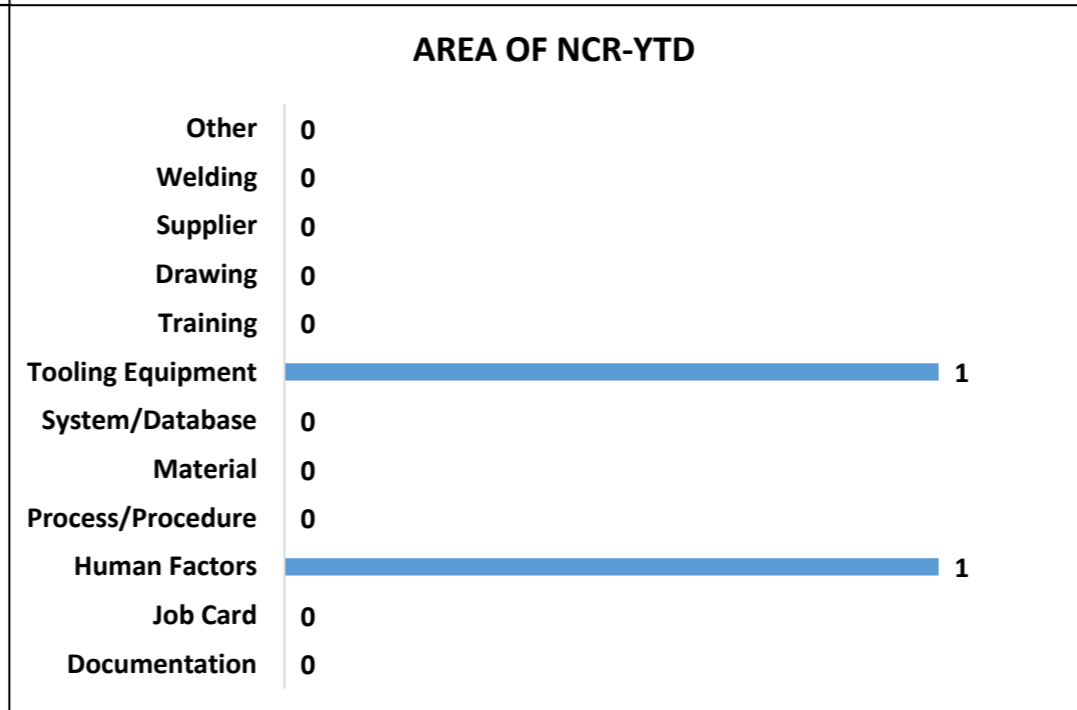
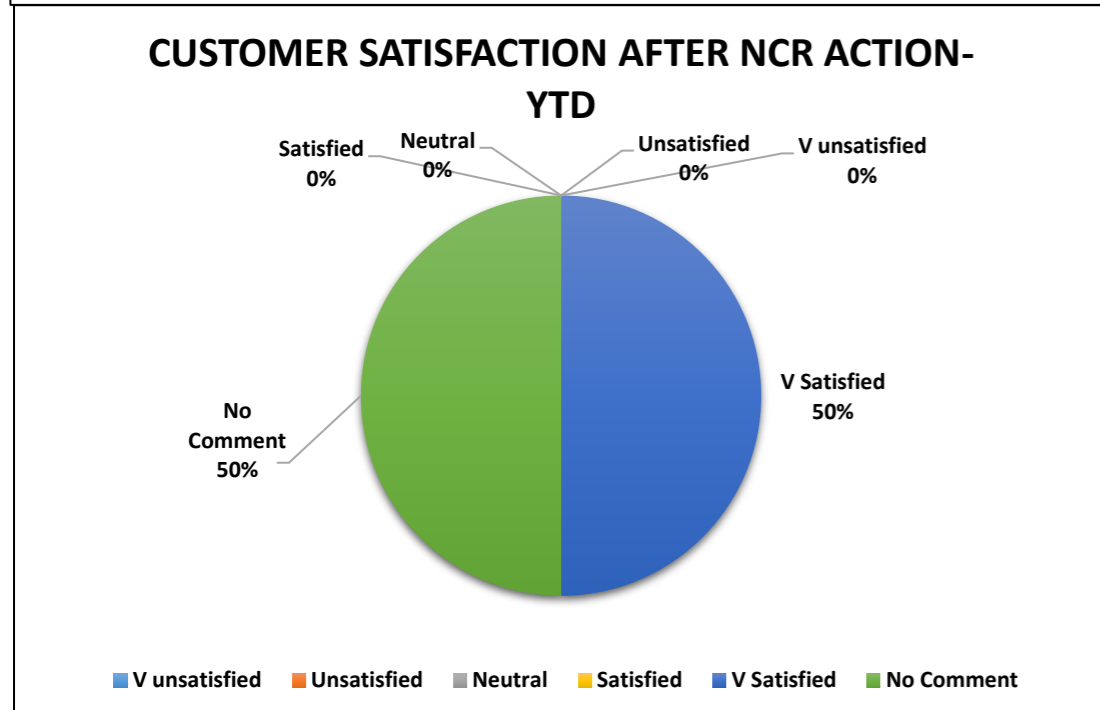
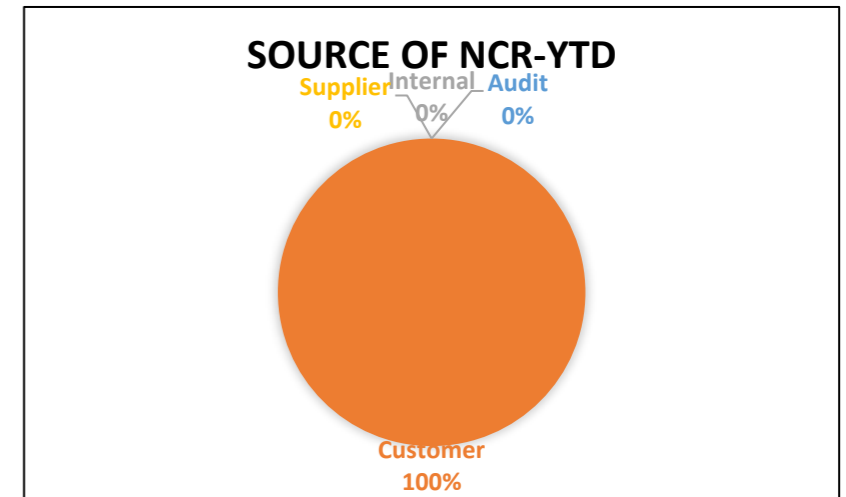
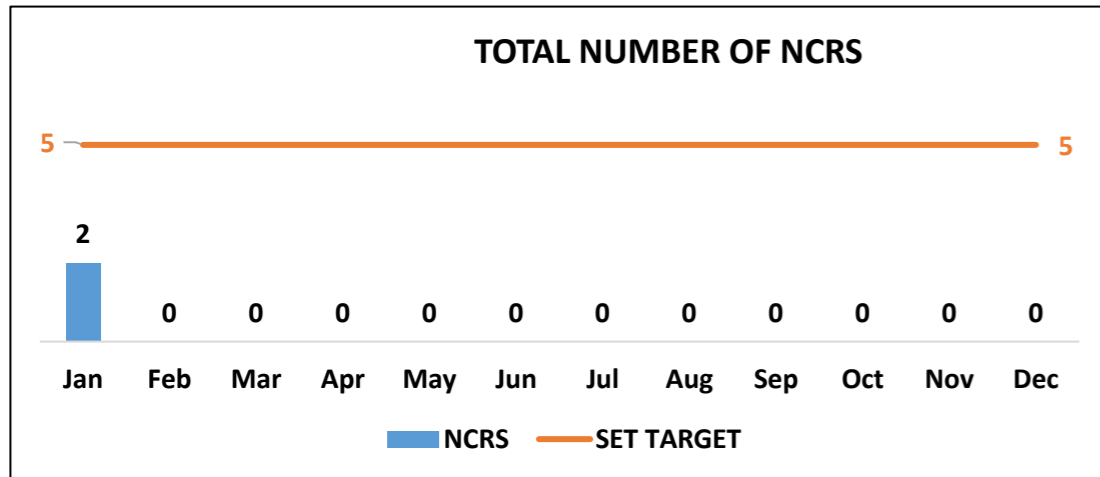


COST OF NCRS-YTD

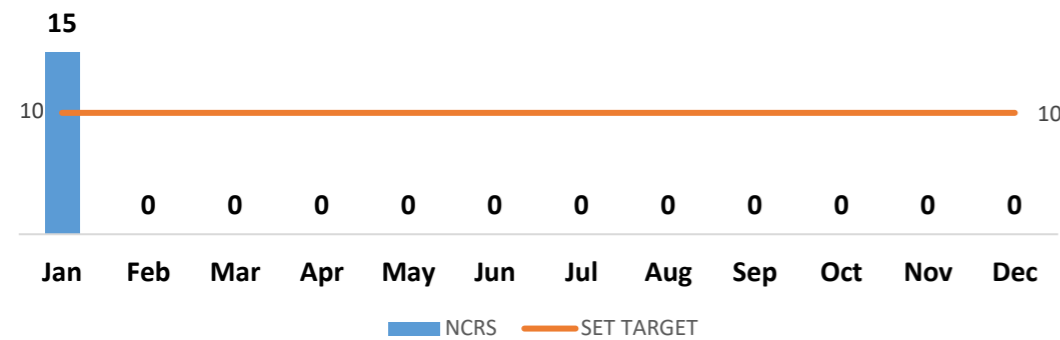


SOURCE OF NCR SUPPLIER





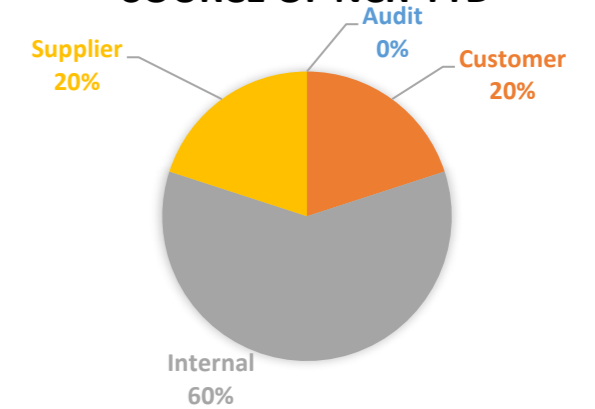
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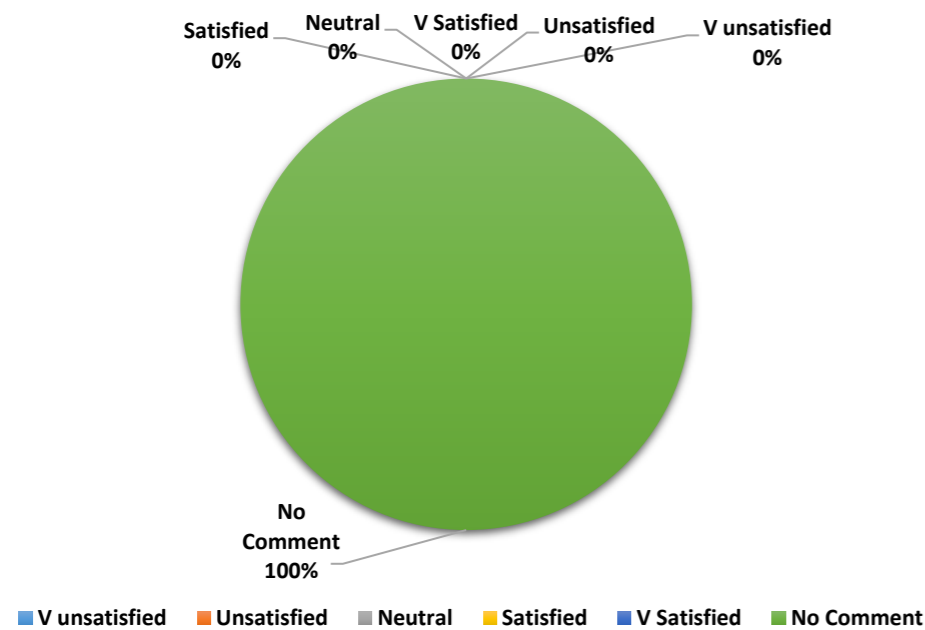
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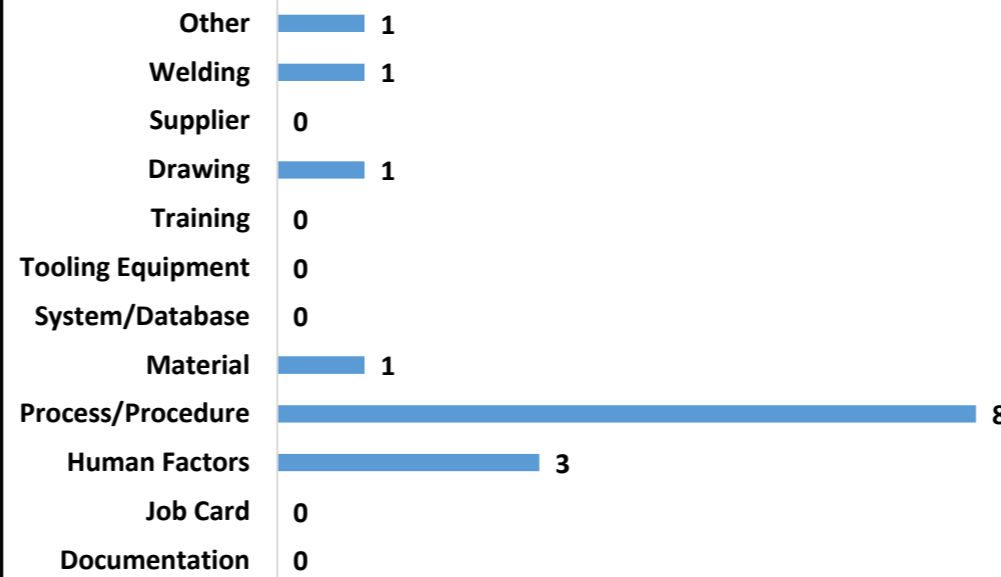
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CUSTOMER SATISFACTION AFTER NCR ACTION-YTD



AREA OF NCR-YTD



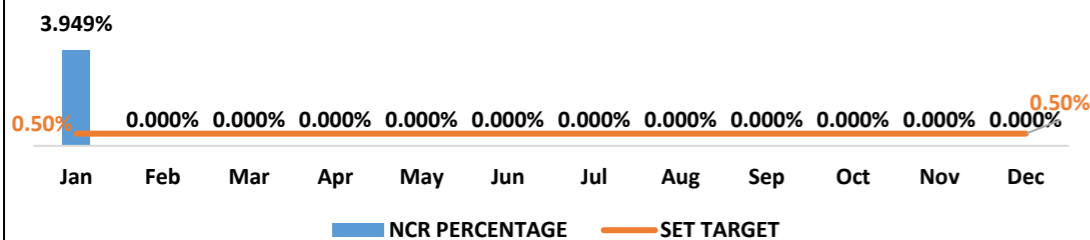
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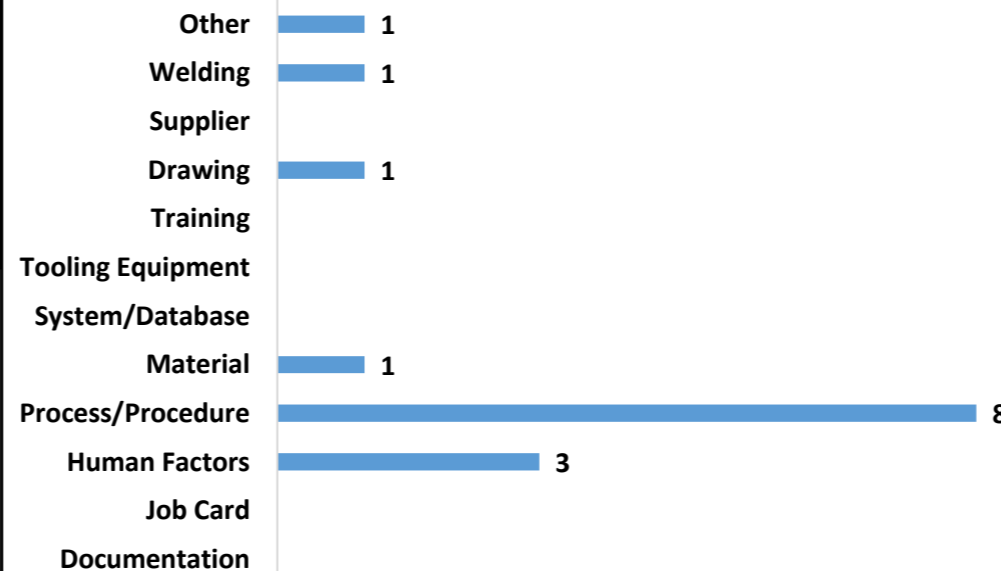
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COST PERCENTAGE OF NCRS AGAINST TURNOVER-YTD



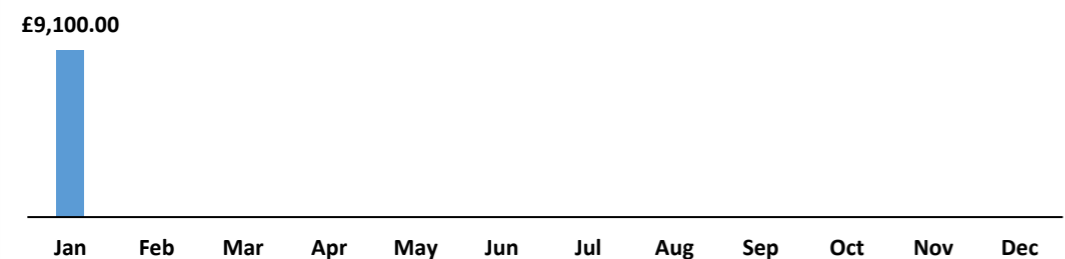
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SOURCE OF NCR INTERNAL

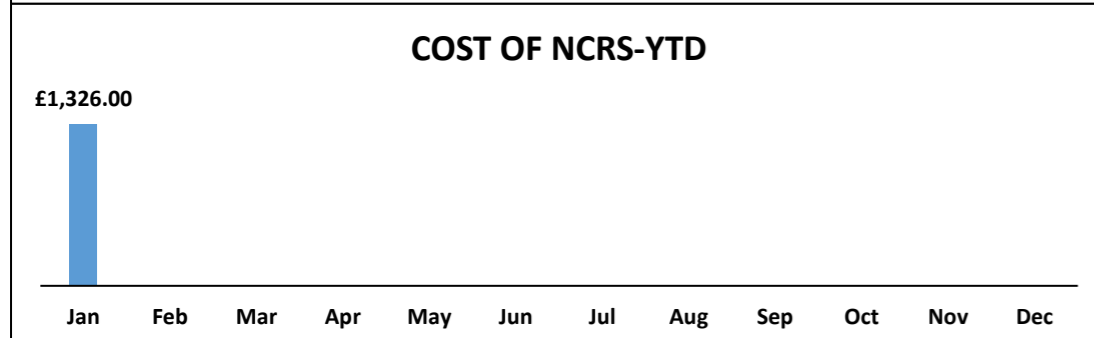
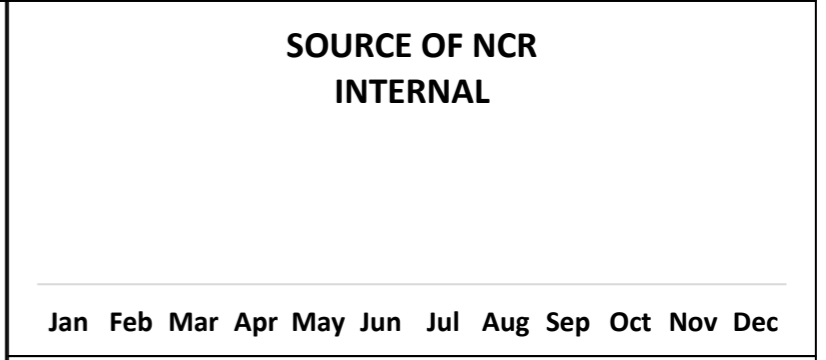
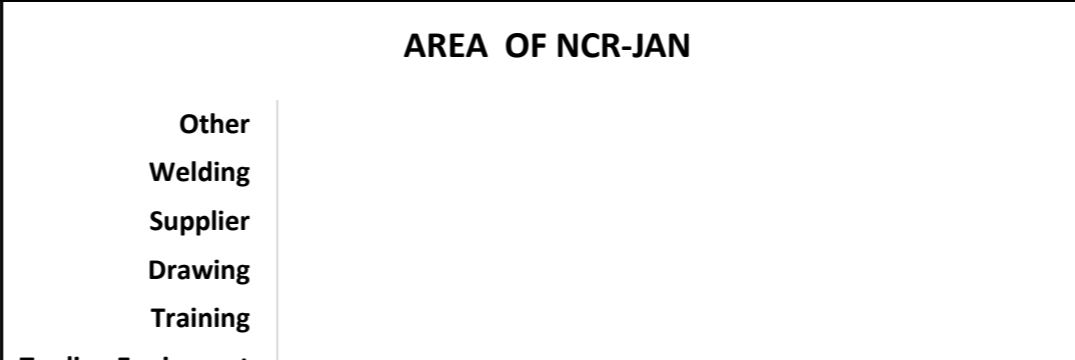
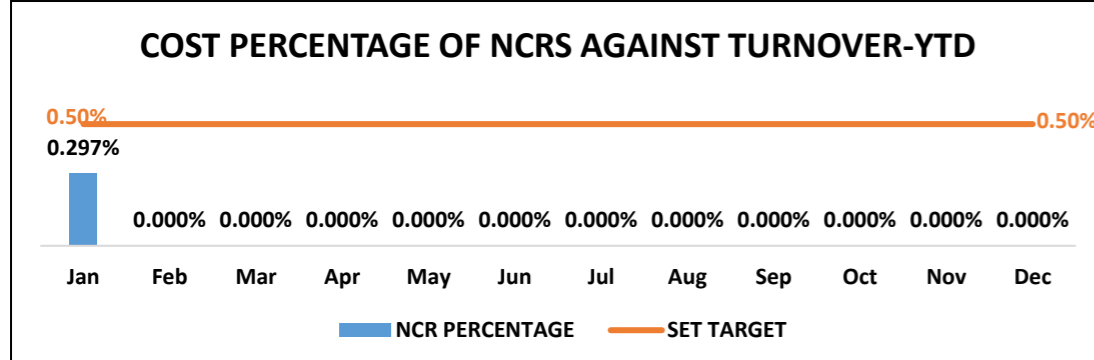
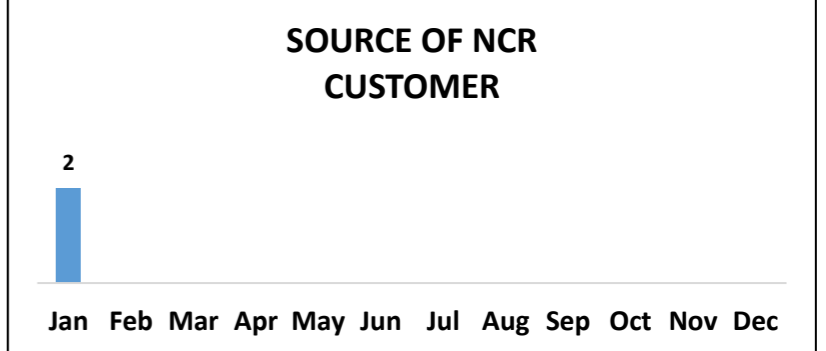
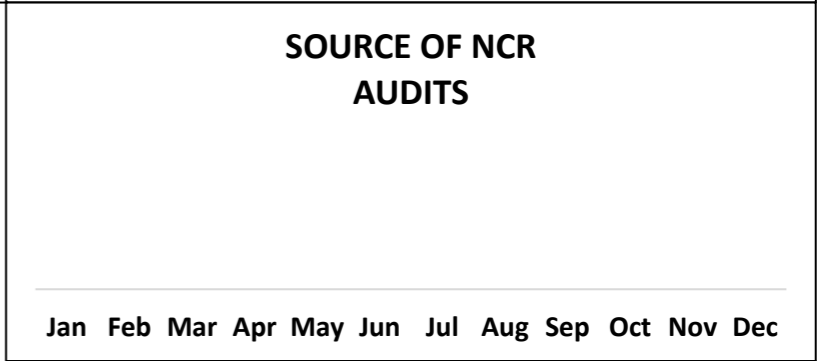
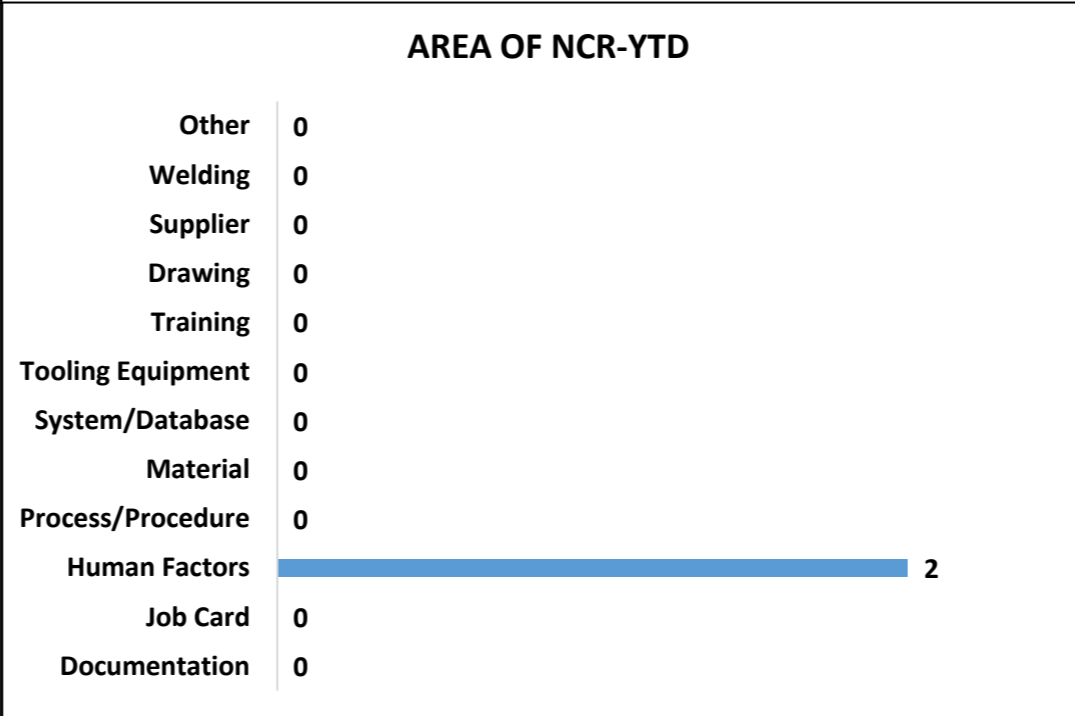
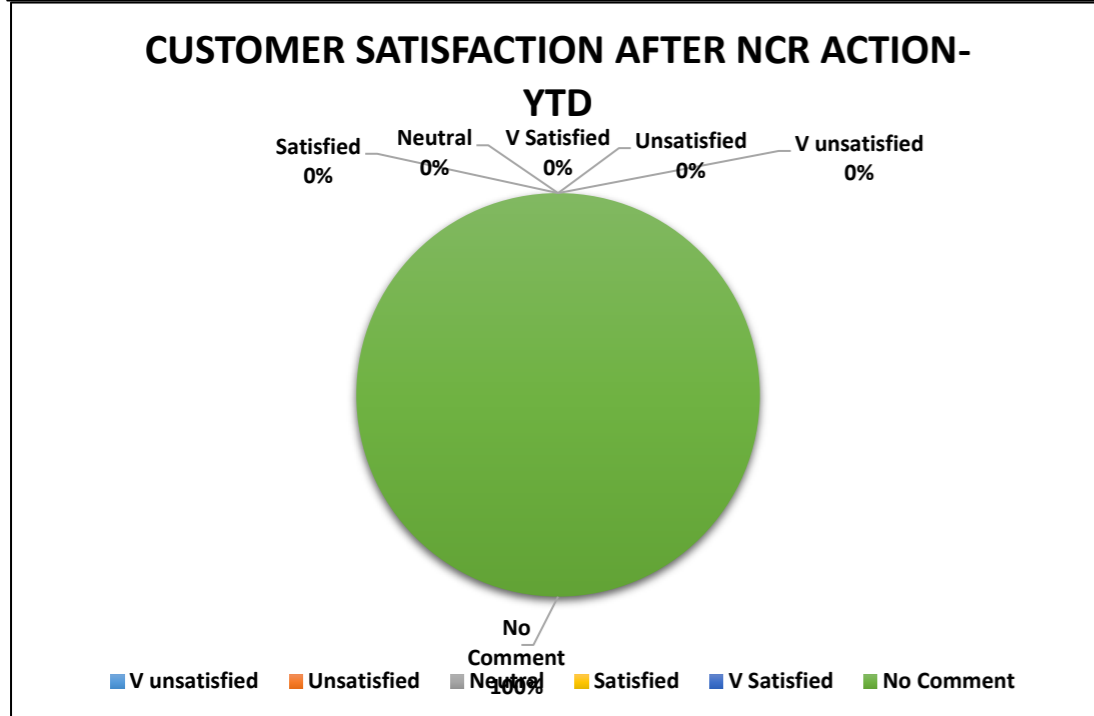
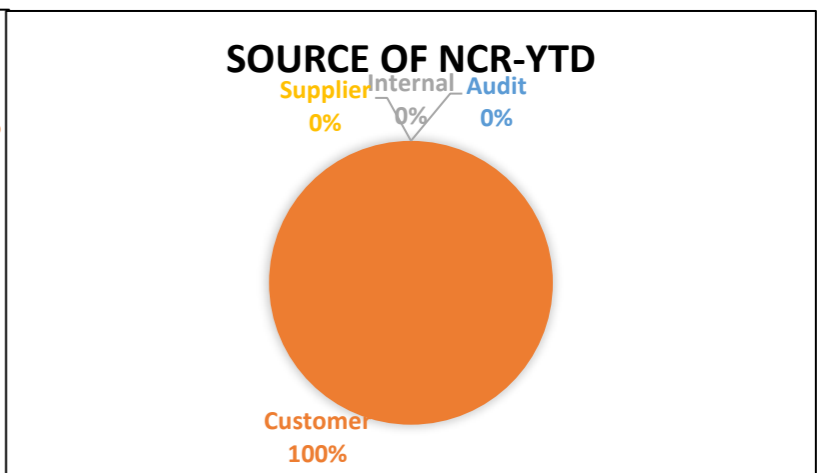
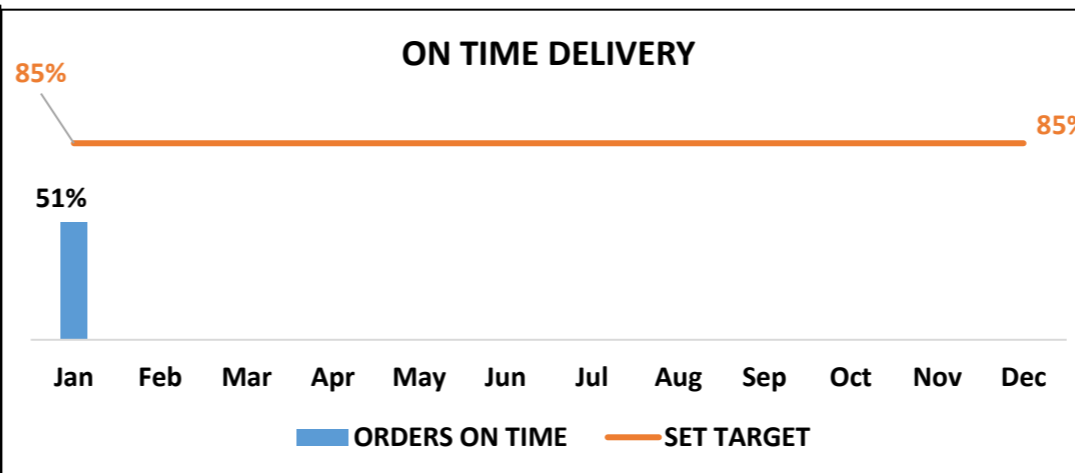
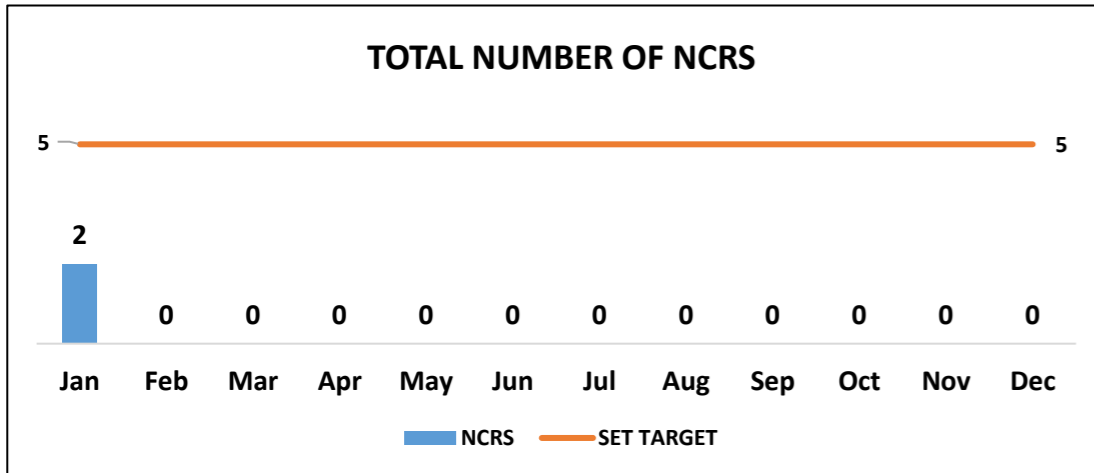


COST OF NCRS-YTD

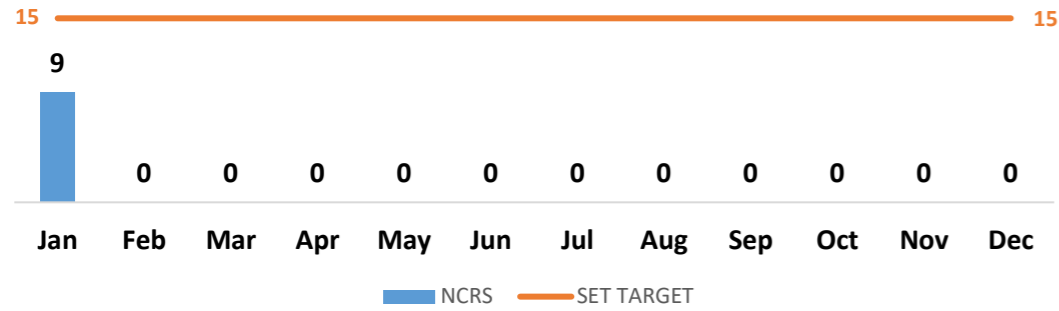


SOURCE OF NCR SUPPLIER

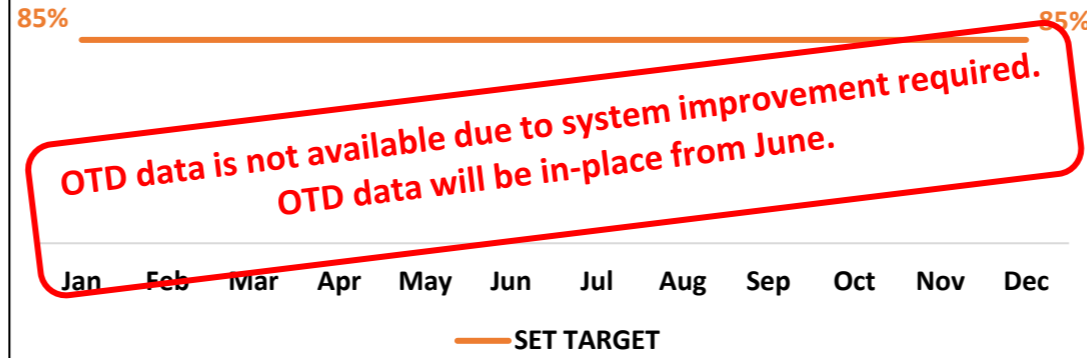




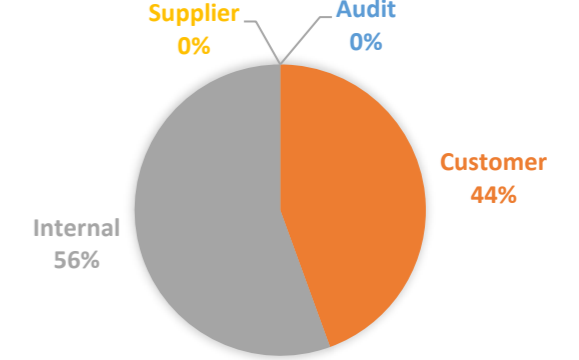
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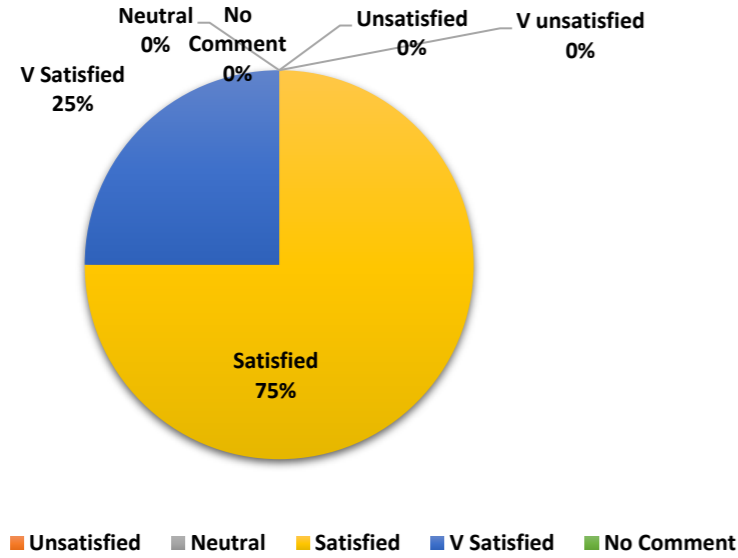
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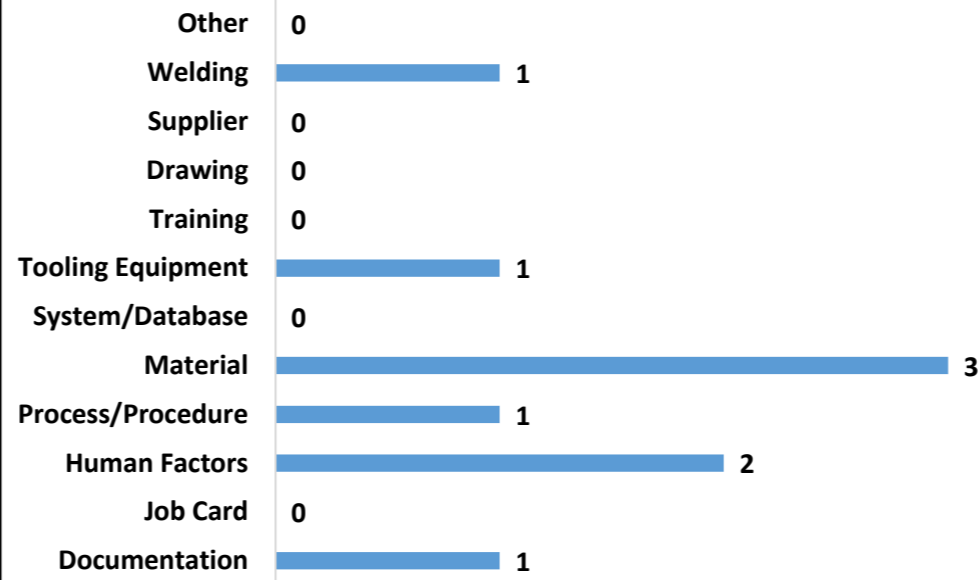
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CUSTOMER SATISFACTION AFTER NCR ACTION-YTD



AREA OF NCR-YTD



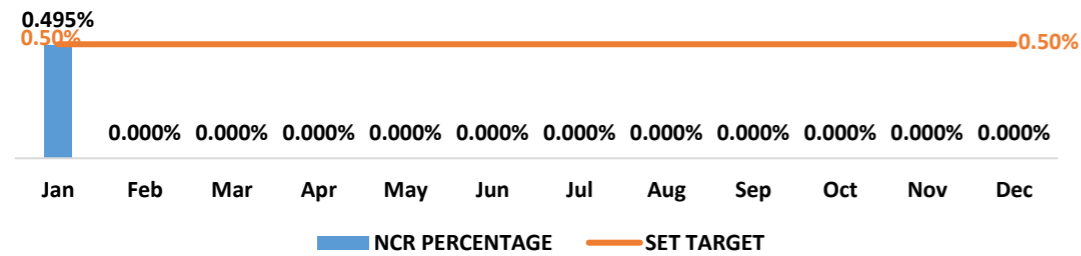
SOURCE OF NCR AUDITS



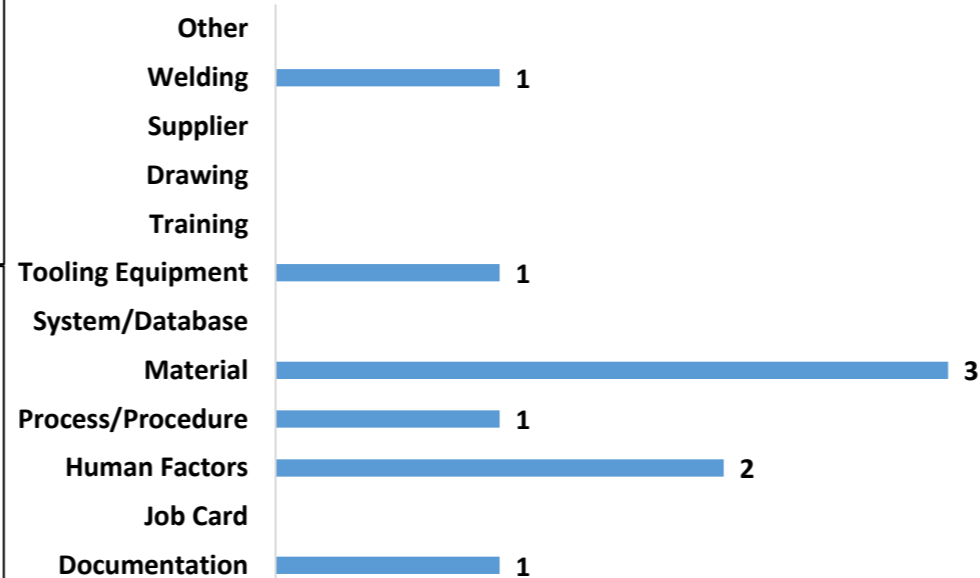
SOURCE OF NCR CUSTOMER



COST PERCENTAGE OF NCRS AGAINST TURNOVER-YTD



AREA OF NCR-JAN



SOURCE OF NCR INTERNAL



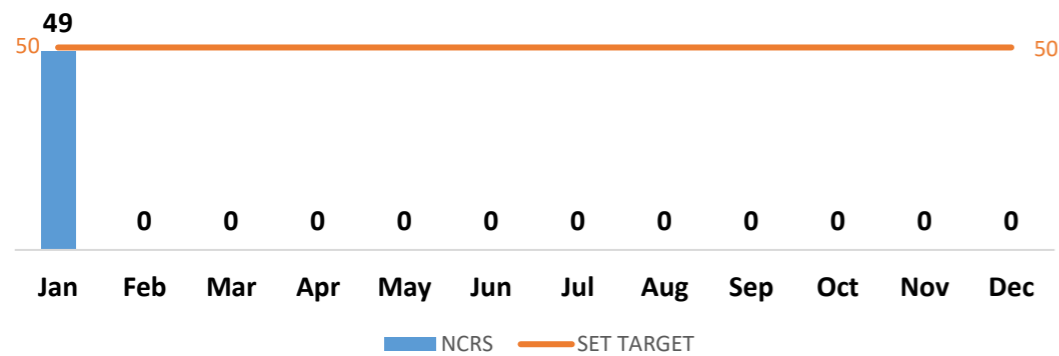
COST OF NCRS-YTD



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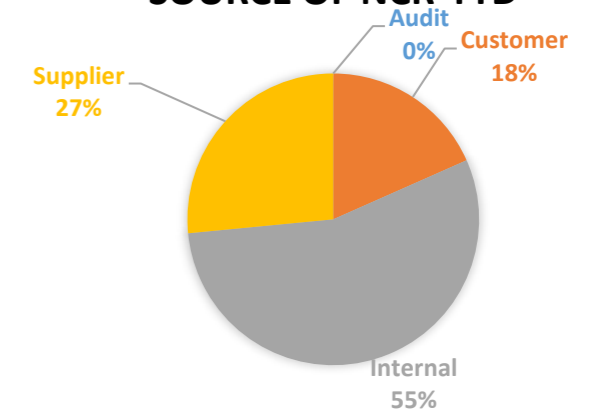
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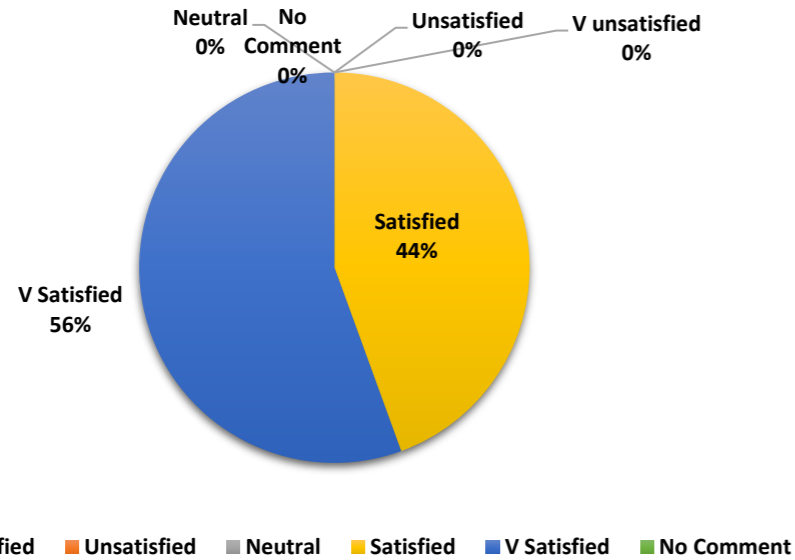
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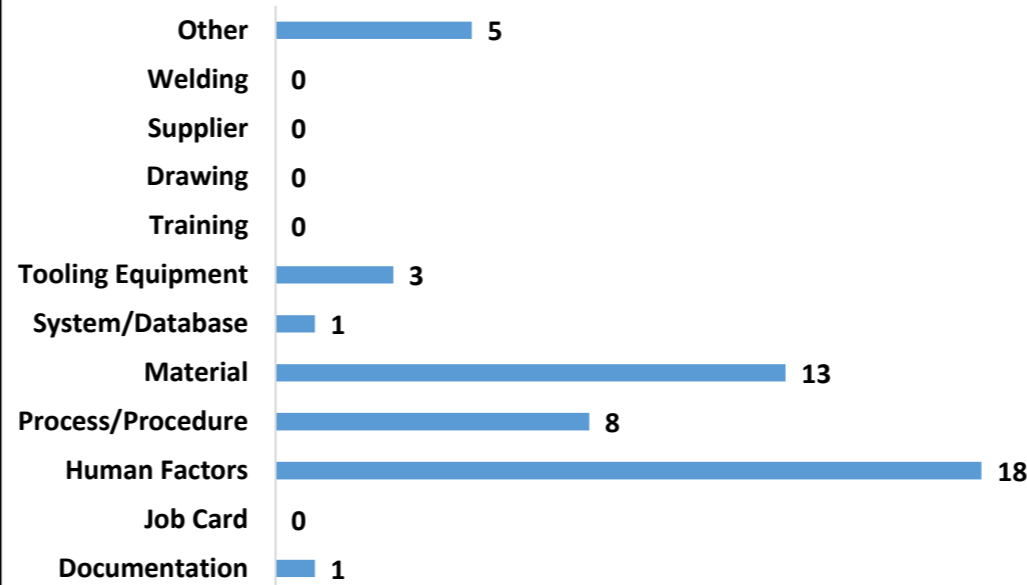
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CUSTOMER SATISFACTION AFTER NCR ACTION-YTD



AREA OF NCR-YTD



SOURCE OF NCR AUDITS



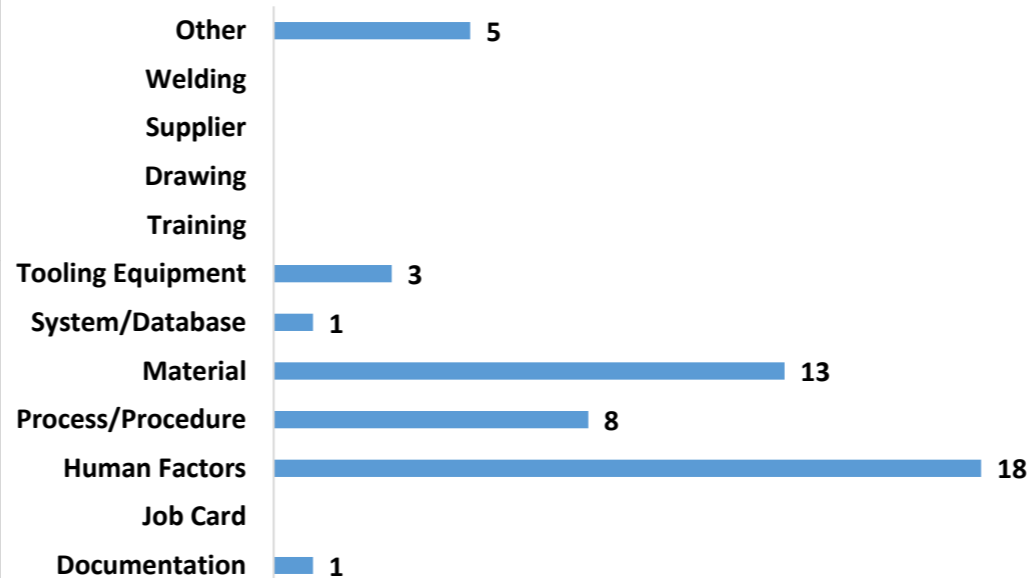
SOURCE OF NCRS CUSTOMER



COST PERCENTAGE OF NCRS AGAINST TURNOVER-YTD



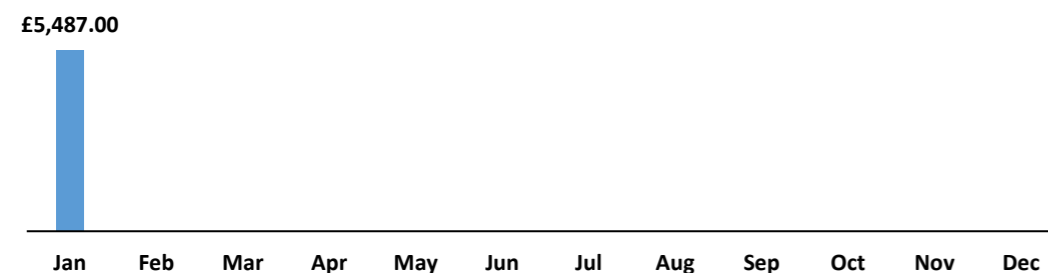
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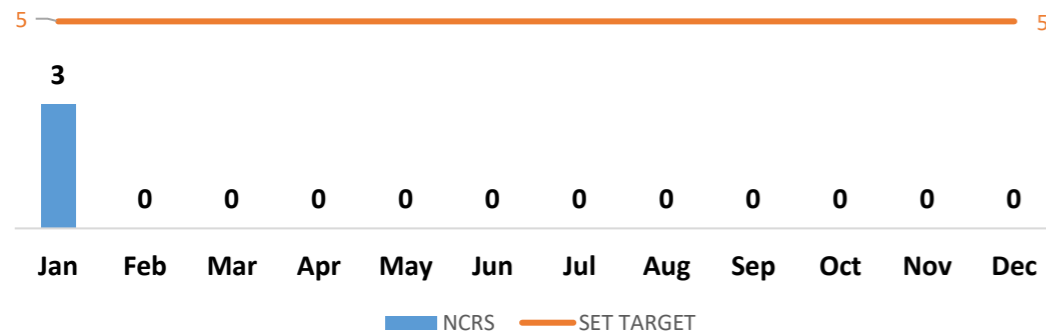
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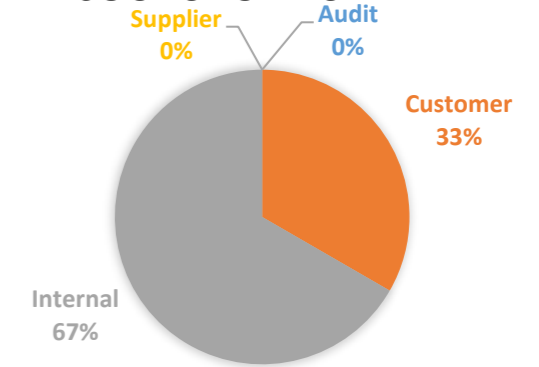
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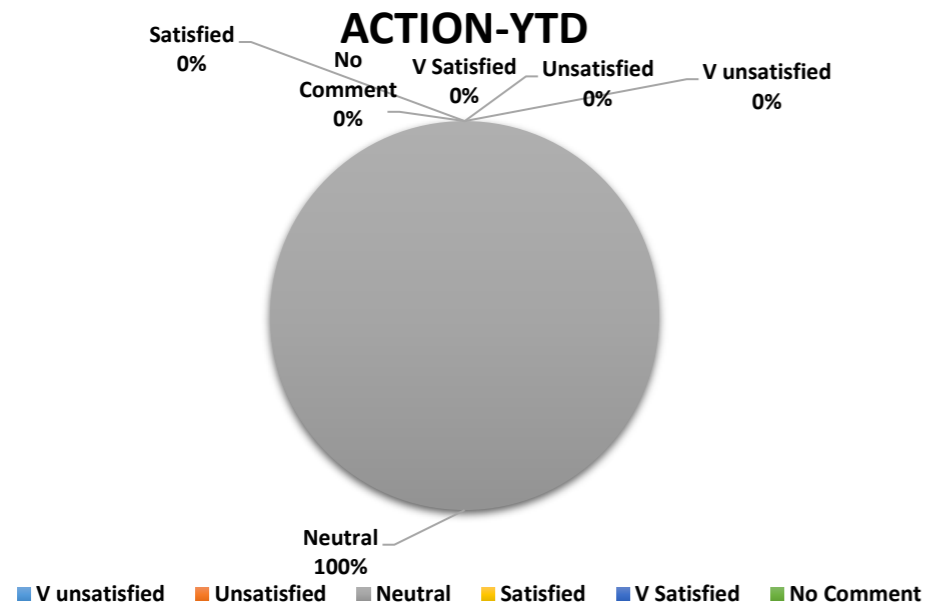
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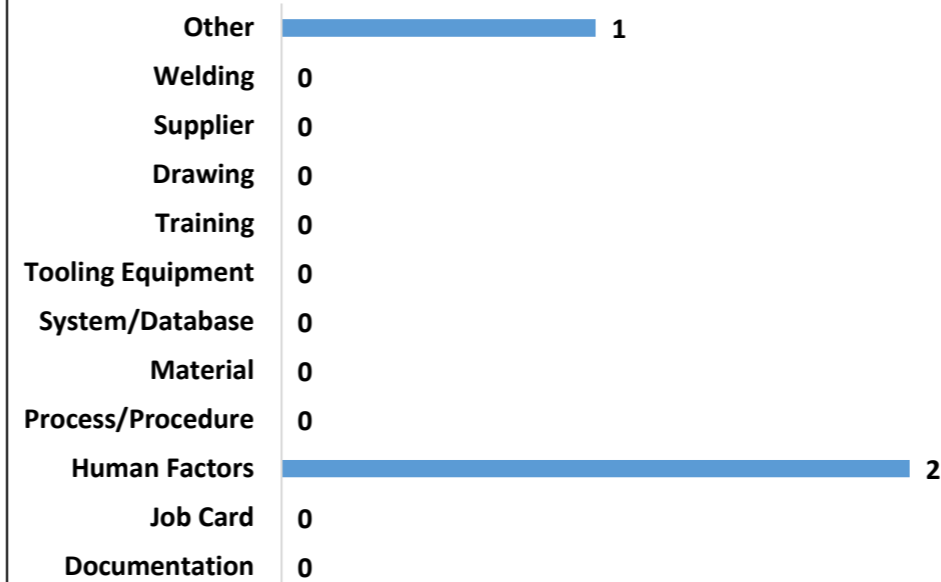
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CUSTOMER SATISFACTION AFTER NCR



AREA OF NCR-YTD



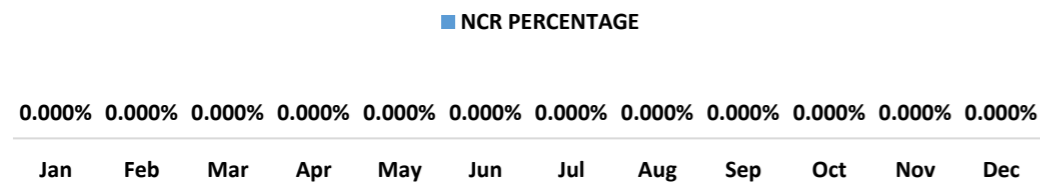
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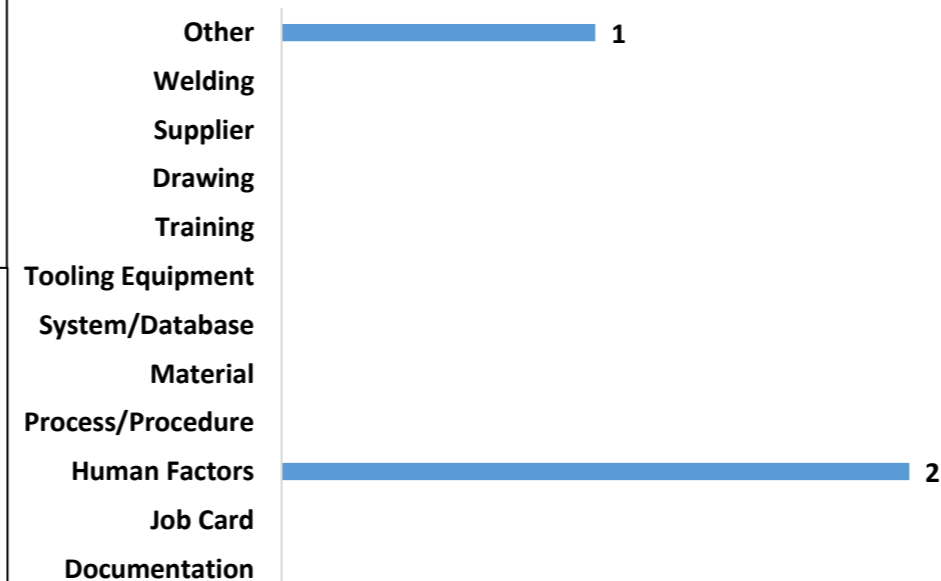
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COST PERCENTAGE OF NCRS AGAINST TURNOVER-YTD



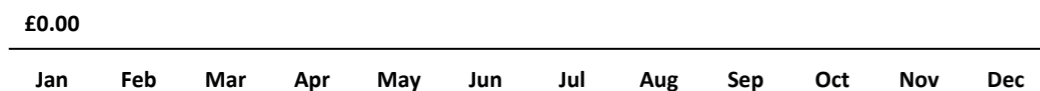
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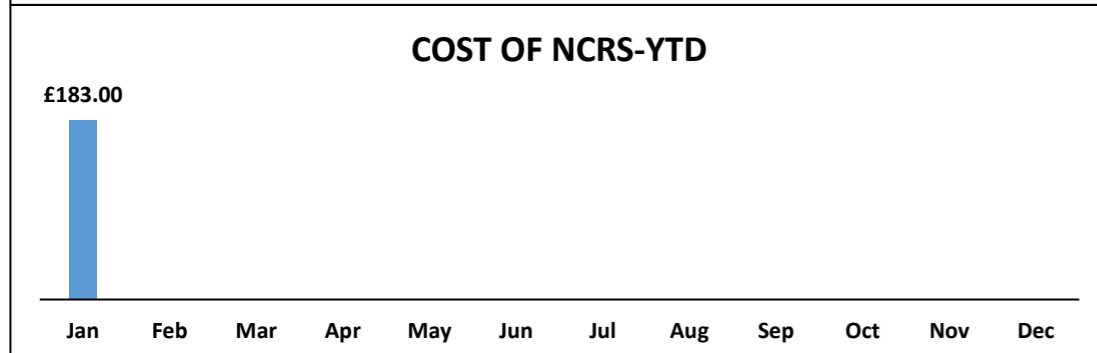
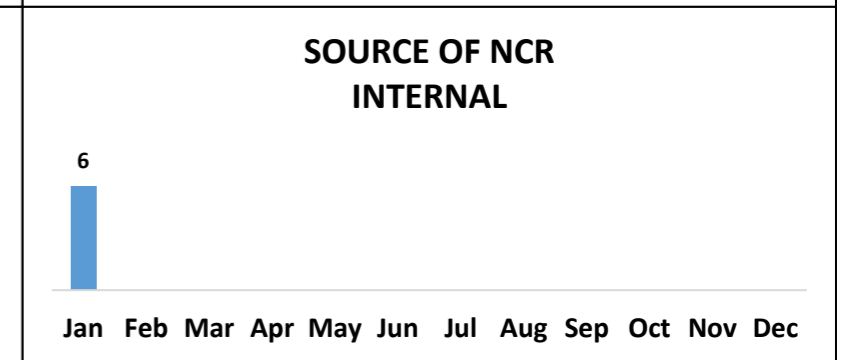
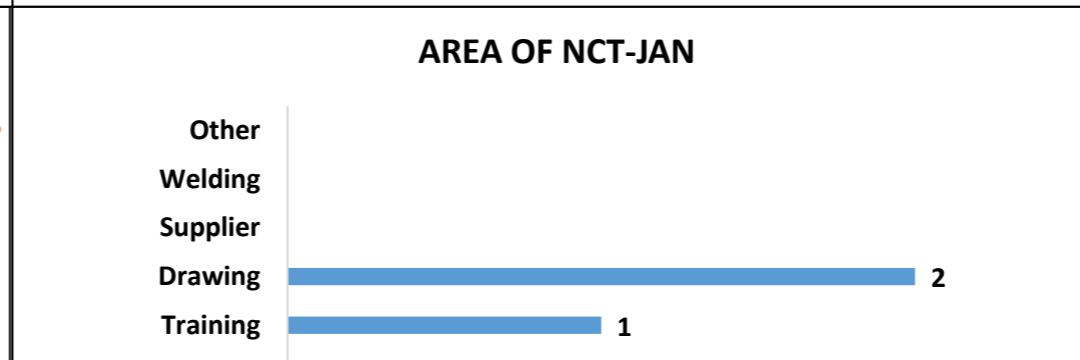
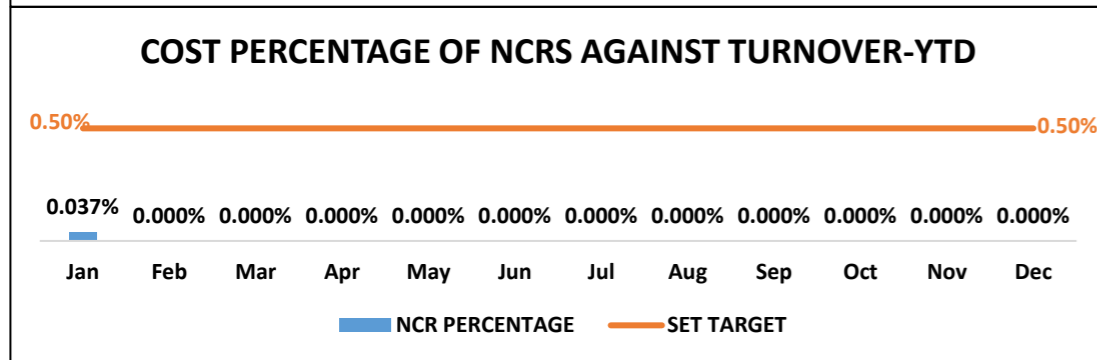
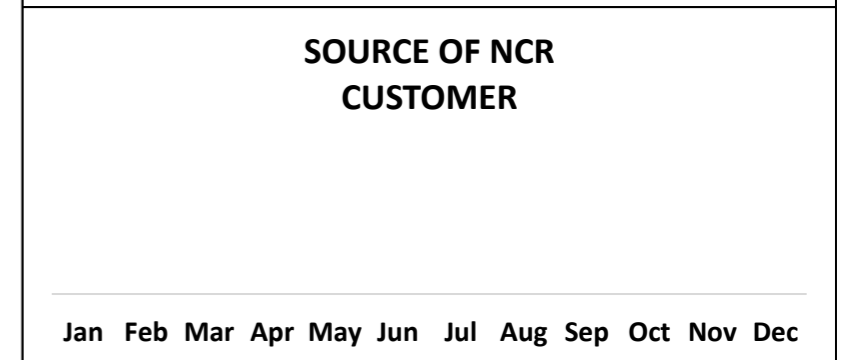
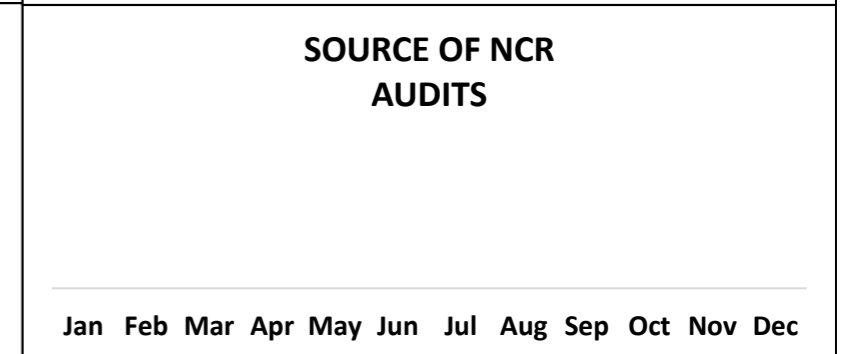
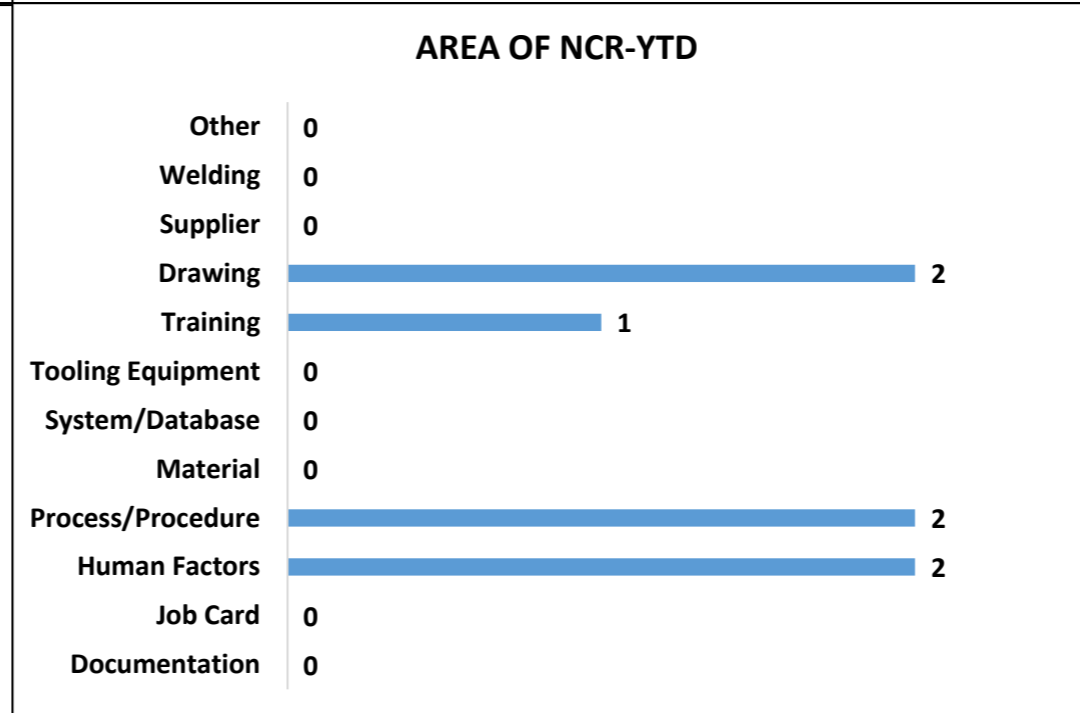
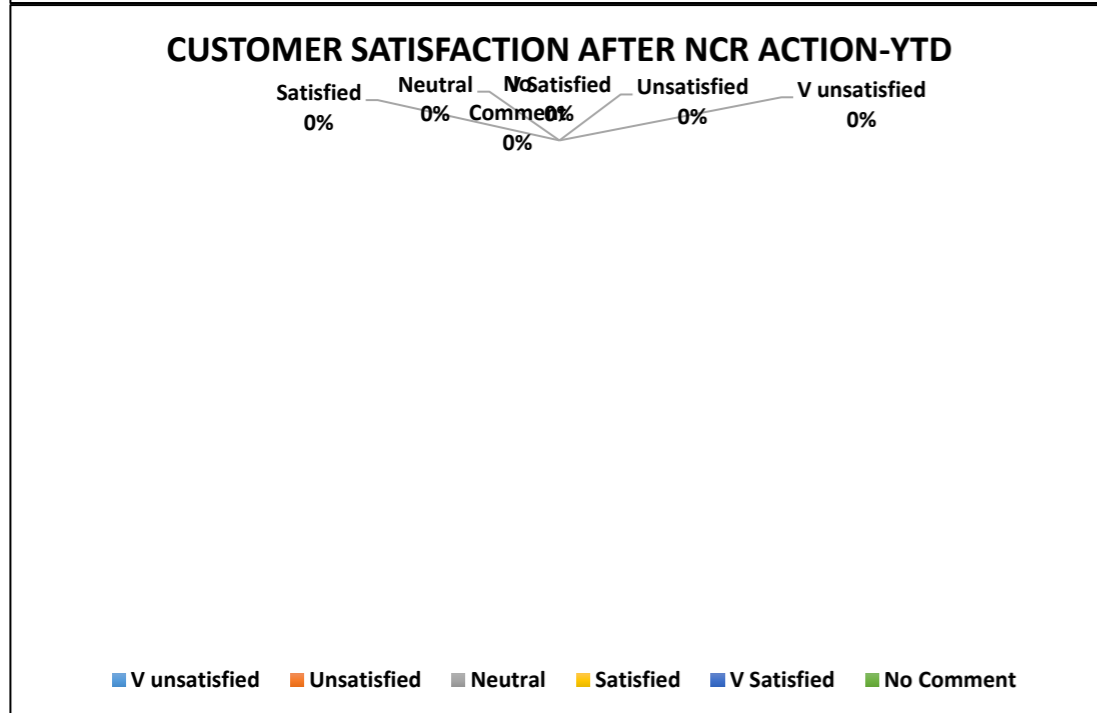
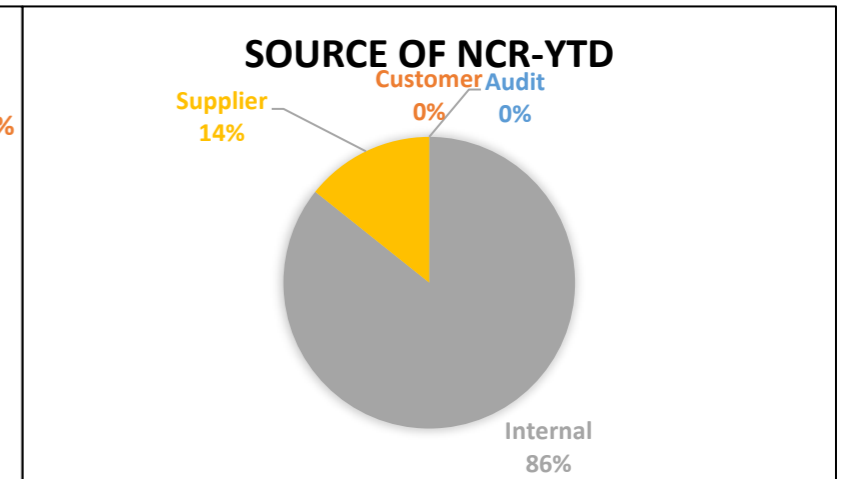
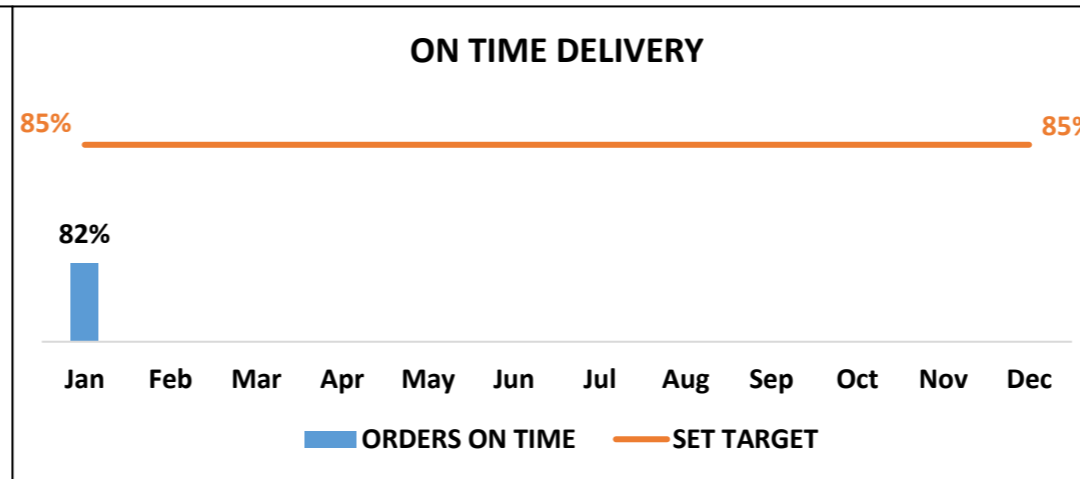
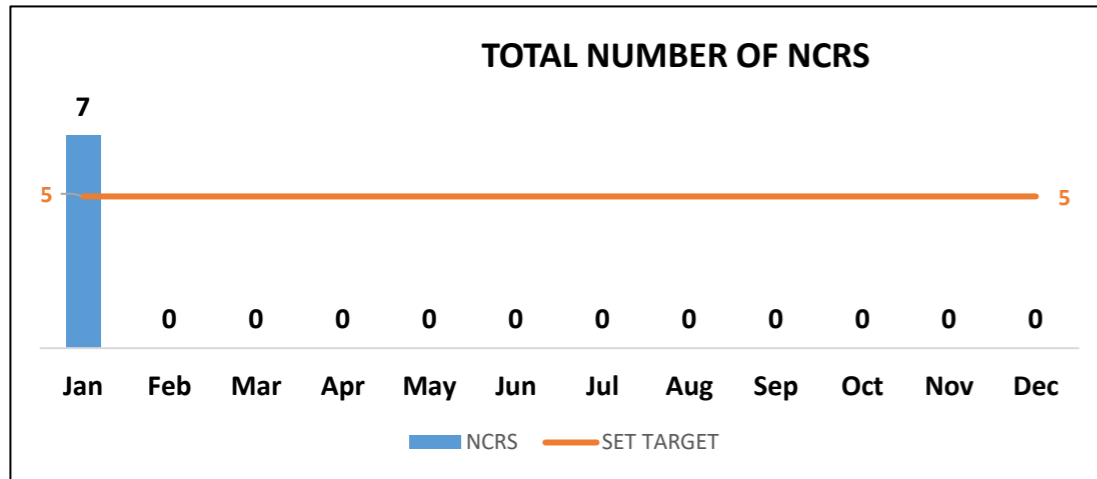


COST OF NCRS-YTD

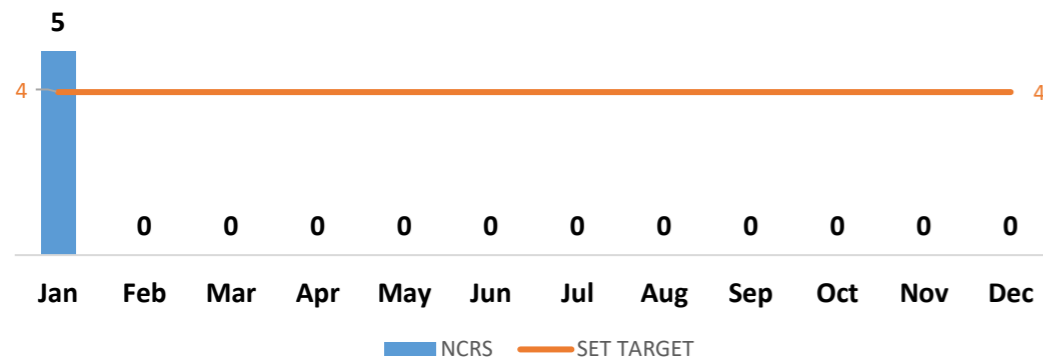


SOURCE OF NCR SUPPLIER





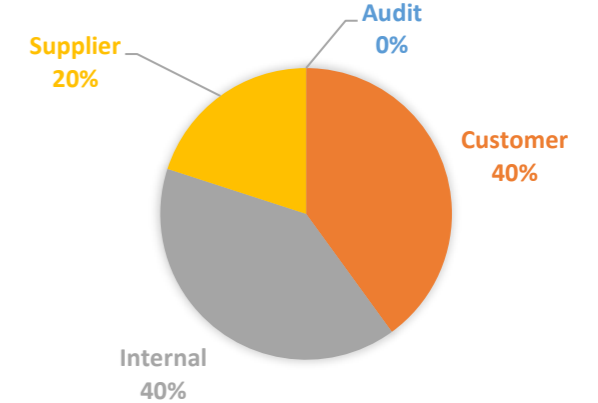
TOTAL NUMBER OF NCRS



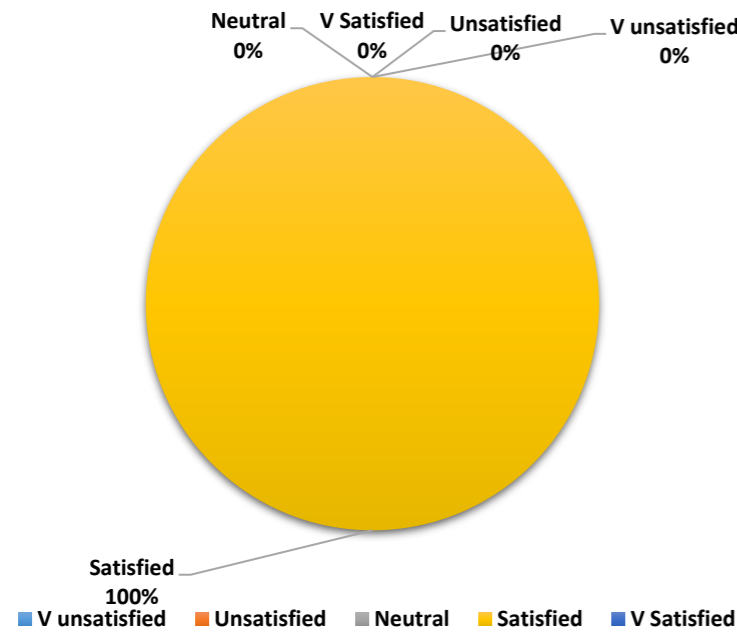
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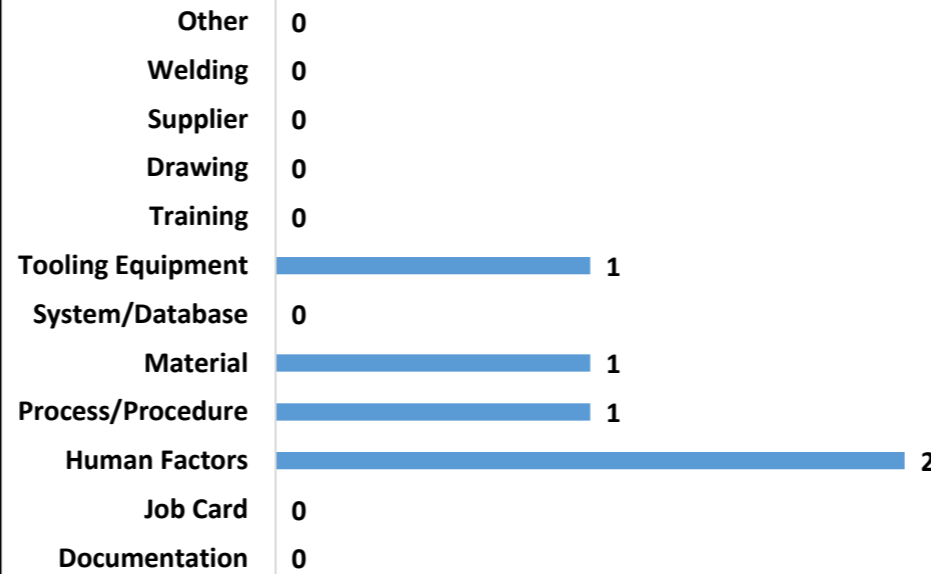
SOURCE OF NCR-YTD



CUSTOMER SATISFACTION AFTER NCR ACTION-YTD



AREA OF NCR-YTD



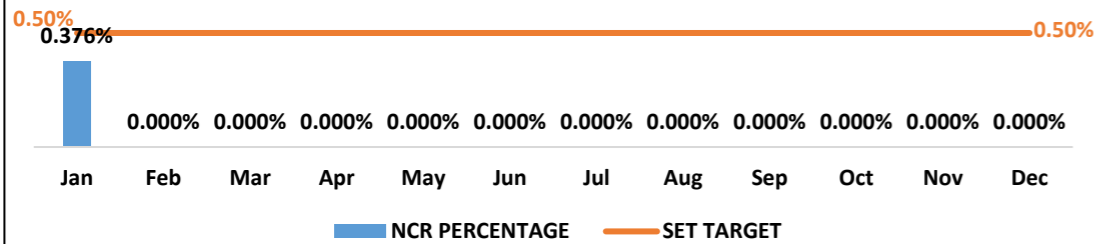
SOURCE OF NCRS AUDITS



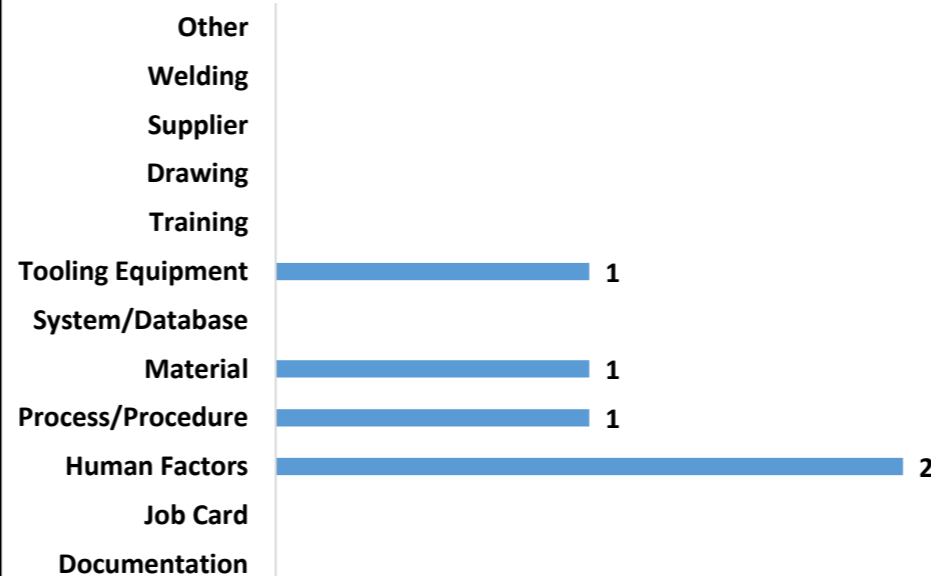
SOURCE OF NCR CUSTOMER



COST PERCENTAGE OF NCRS AGAINST TURNOVER-YTD



AREA OF NCR-JAN



SOURCE OF NCR INTERNAL



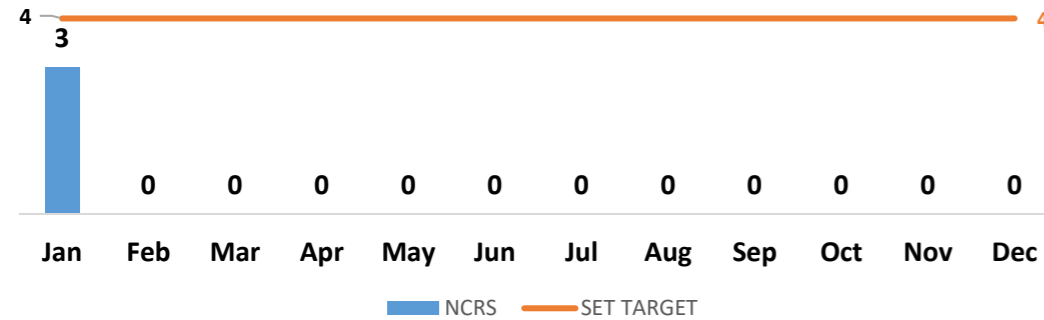
COST OF NCR-YTD



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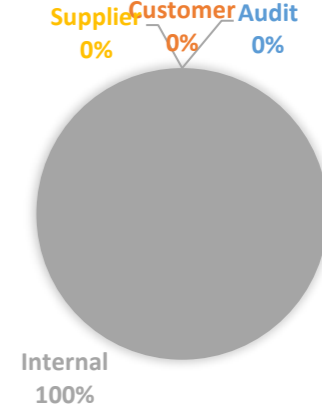
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ON TIME DELIVERY



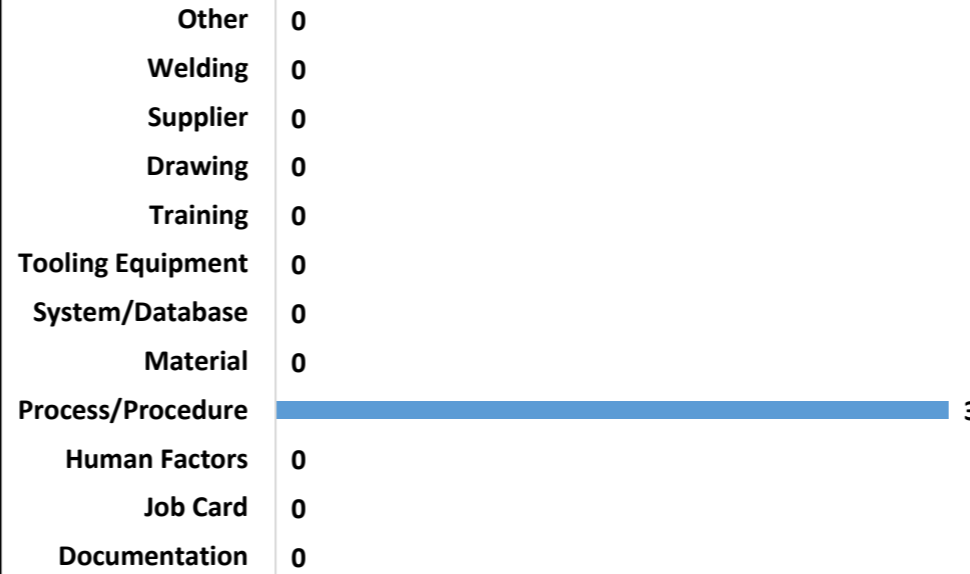
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CUSTOMER SATISFACTION AFTER NCR ACTION-YTD



AREA OF NCR-YTD



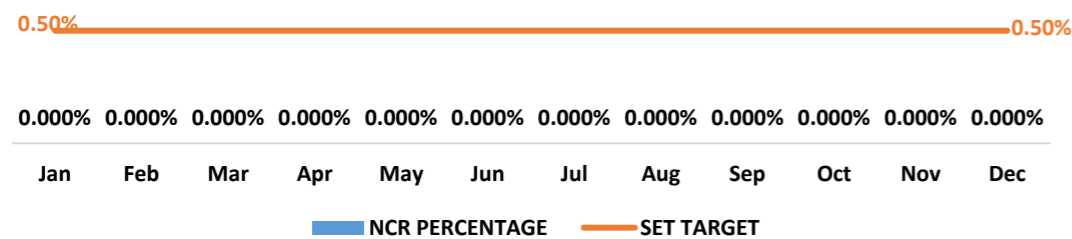
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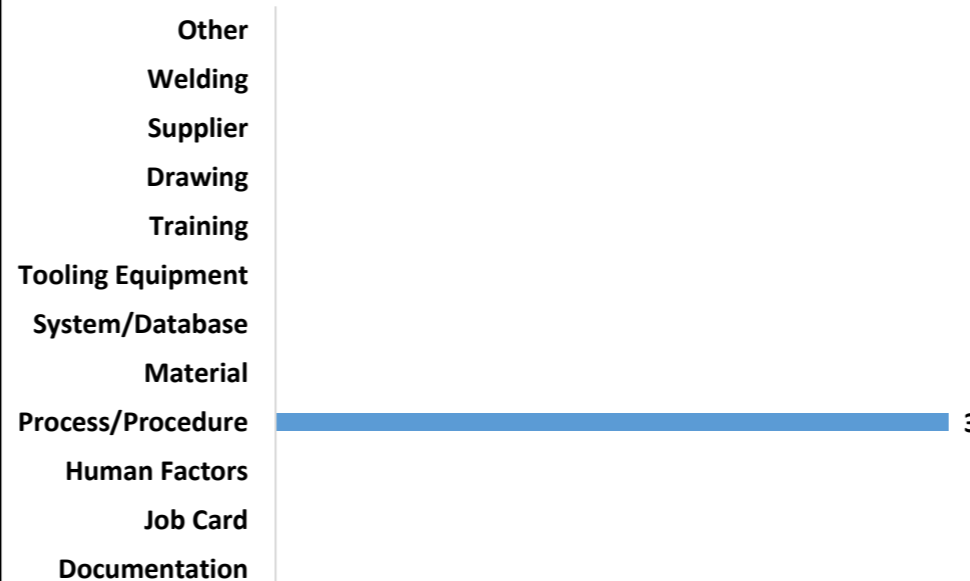
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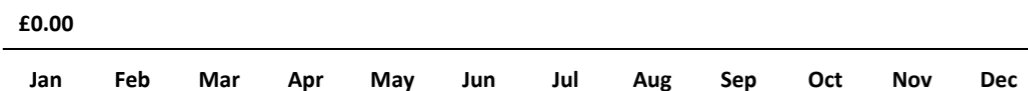
AREA OF NCR-JAN



SOURCE OF NCR INTERNAL



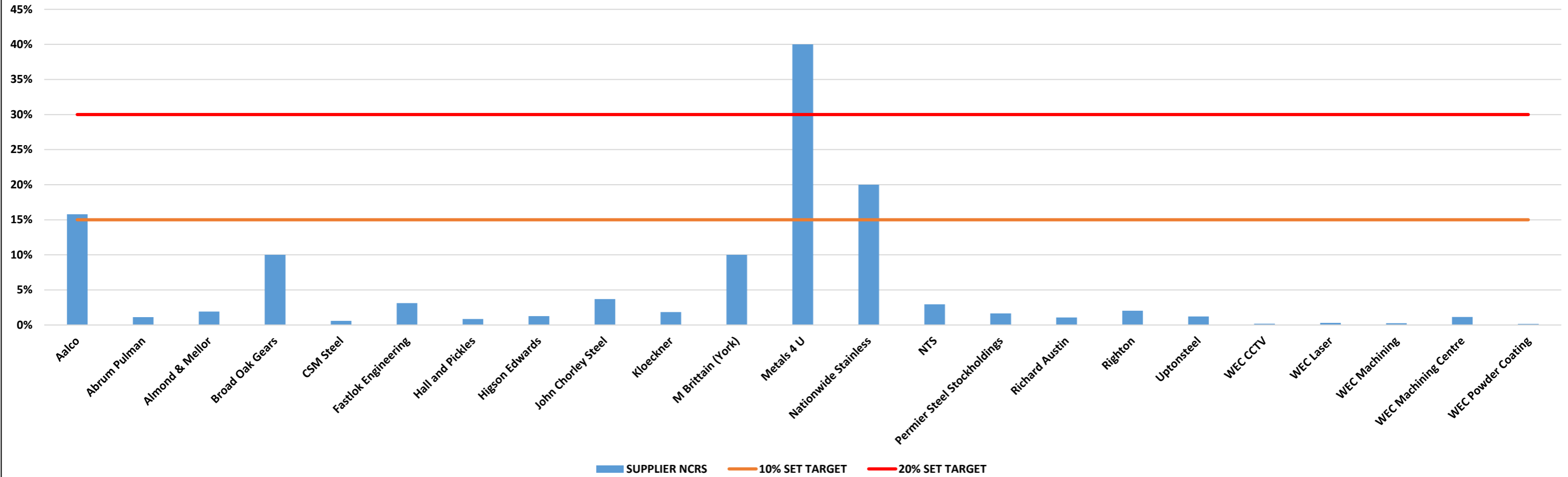
COST OF NCR-YTD



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.