

## Index

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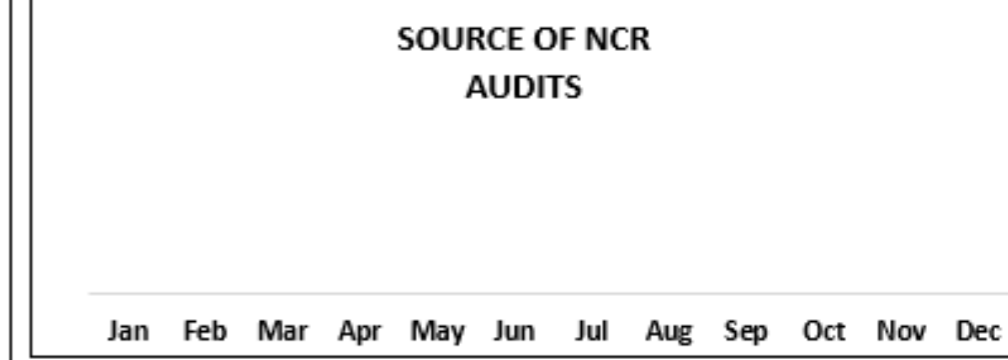
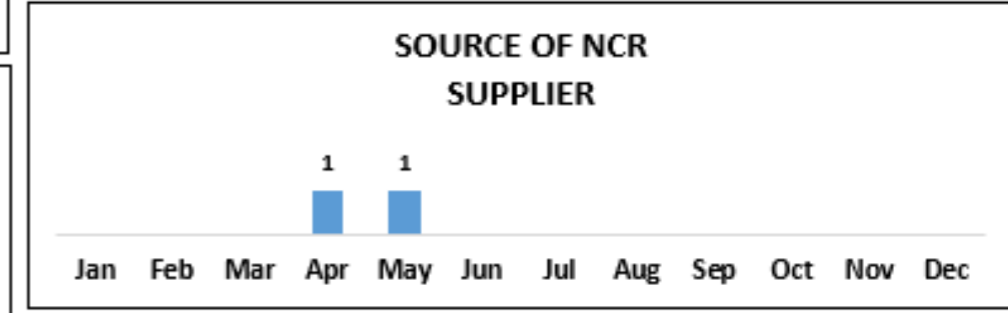
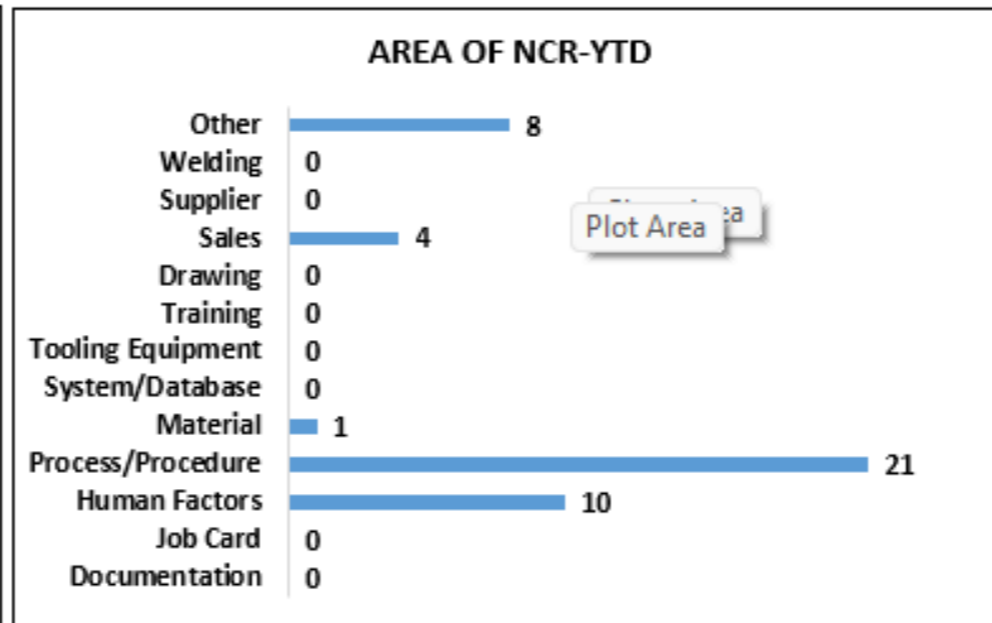
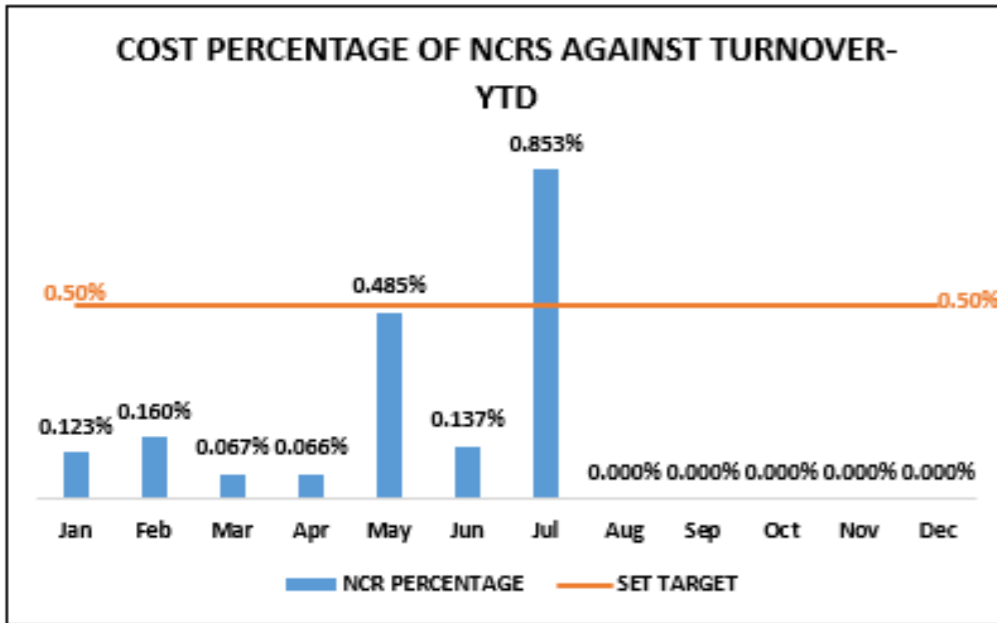
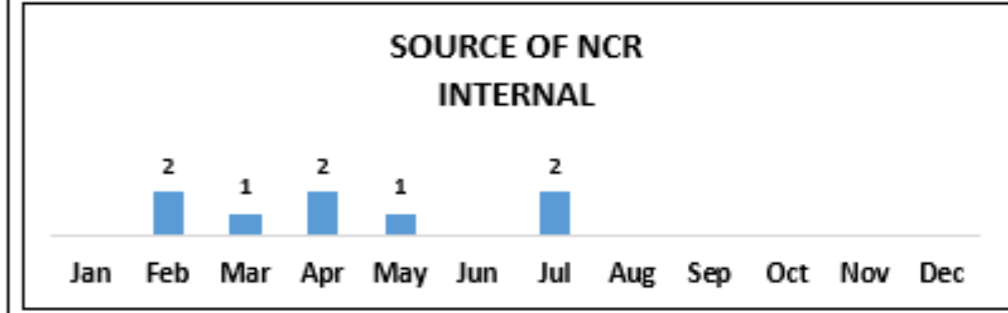
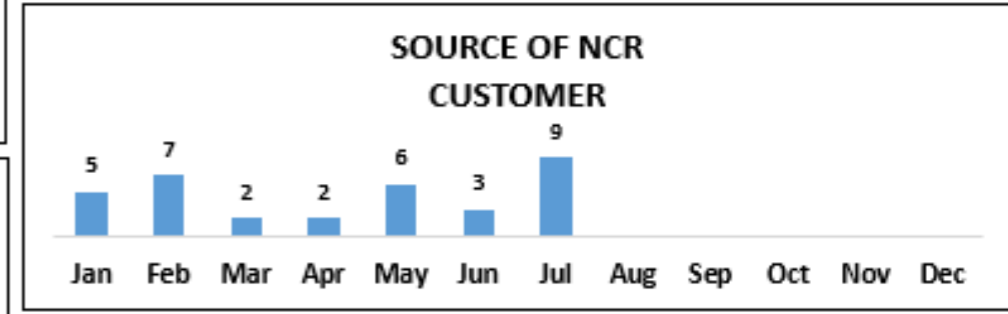
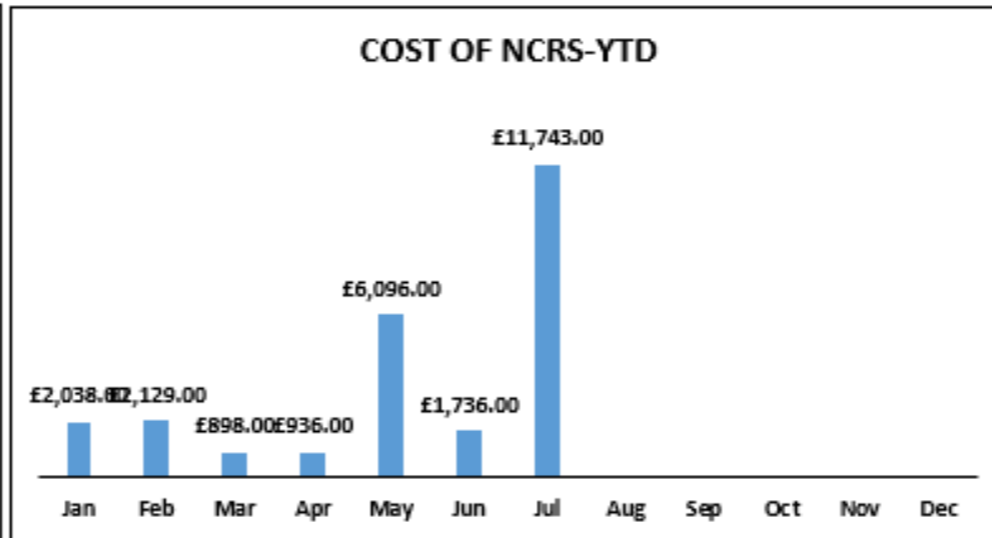
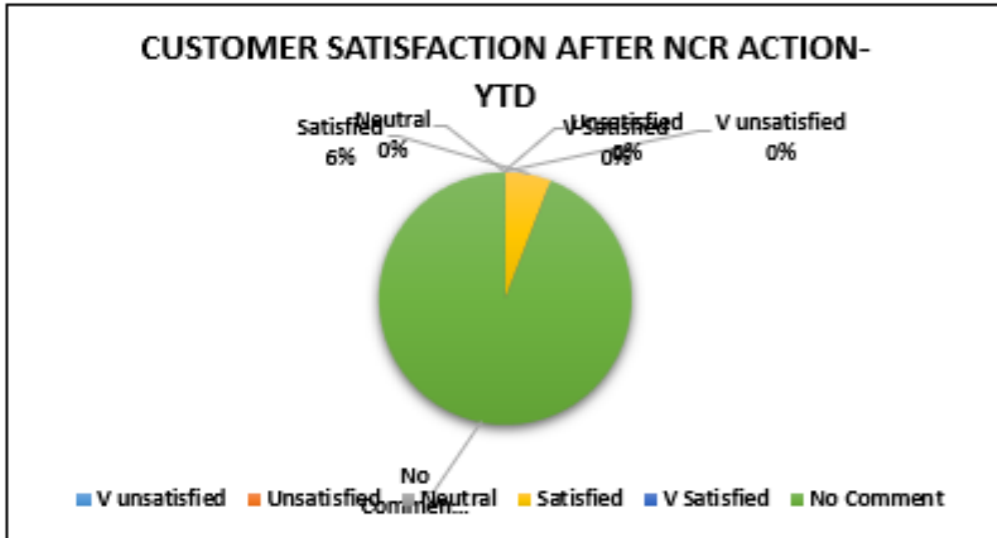
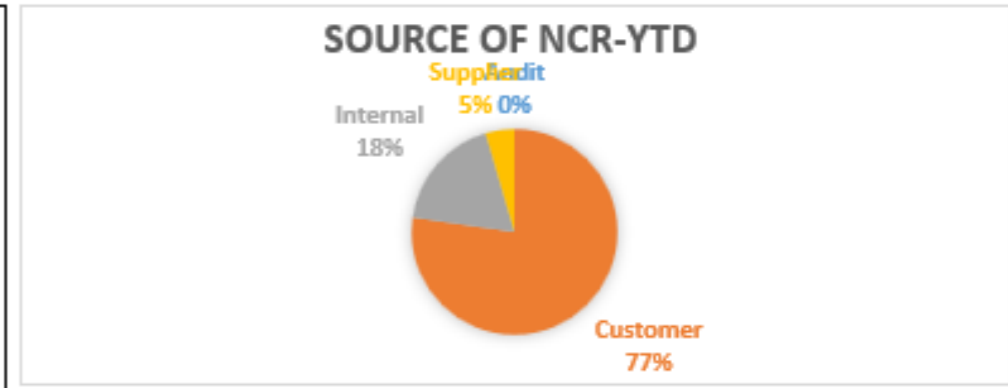
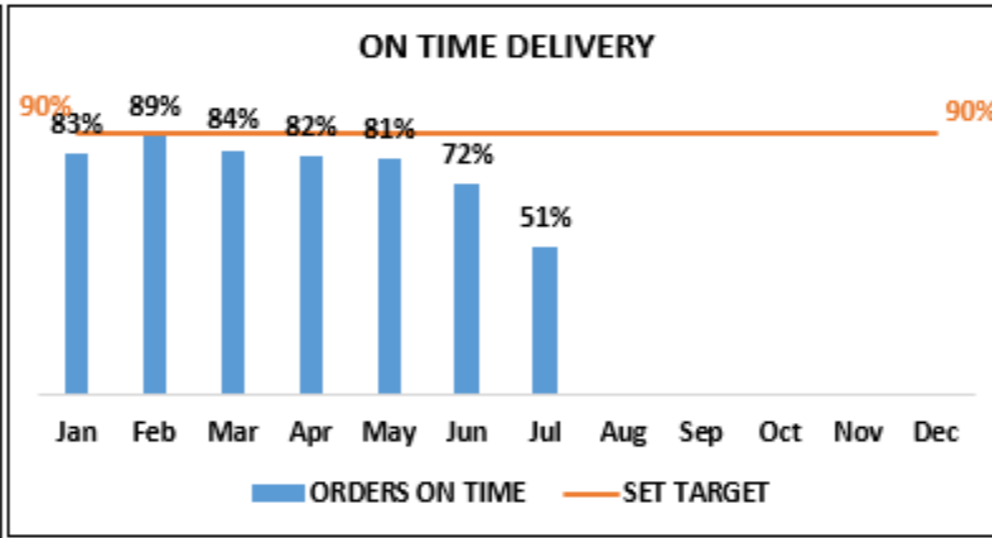
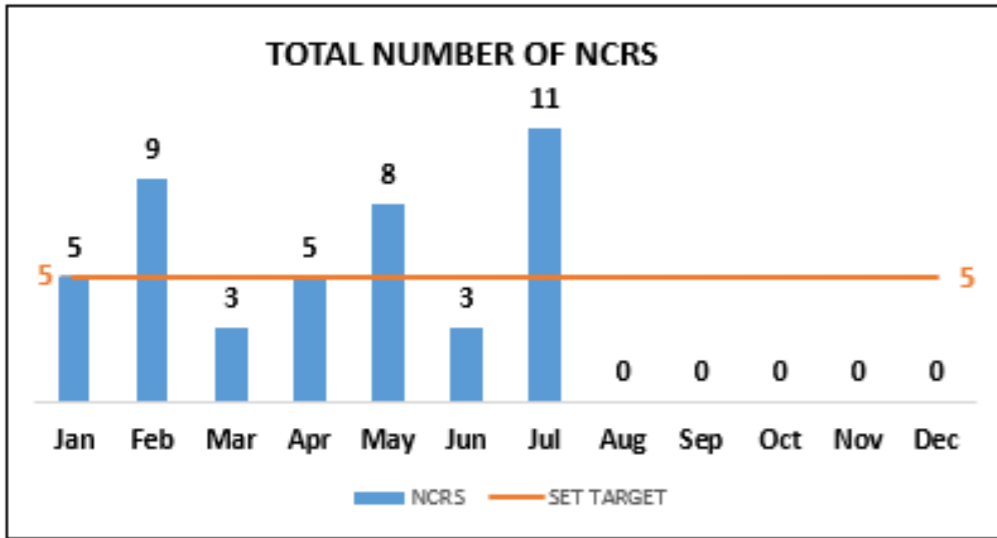
### Divisional Managers responsibilities:

- 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

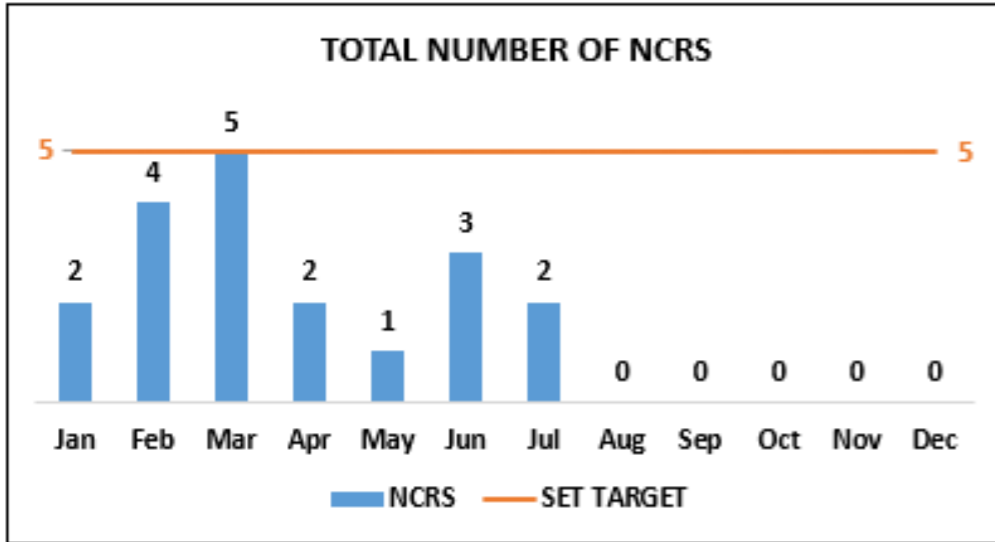
If improvements aren't seen through the KPI data, then consideration will be made to add them as a set objective for the relevant division.

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

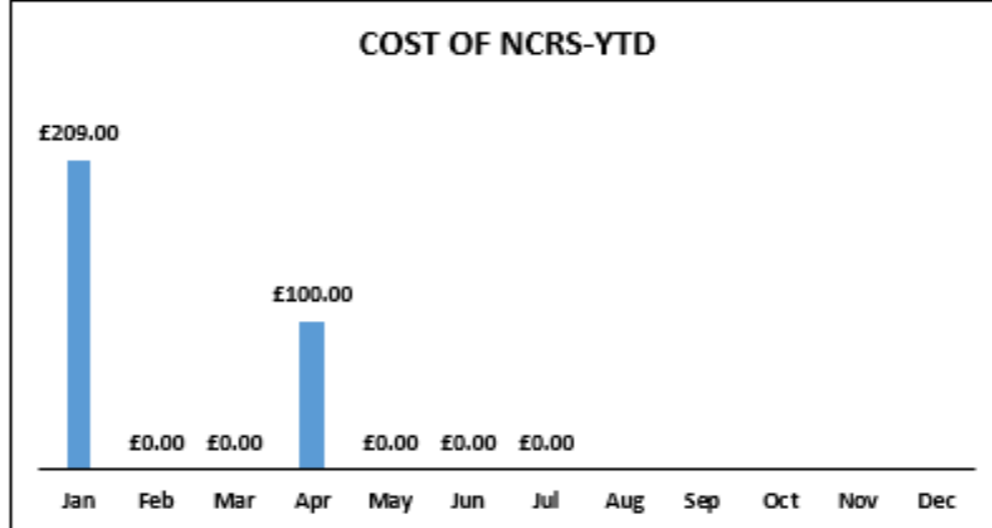
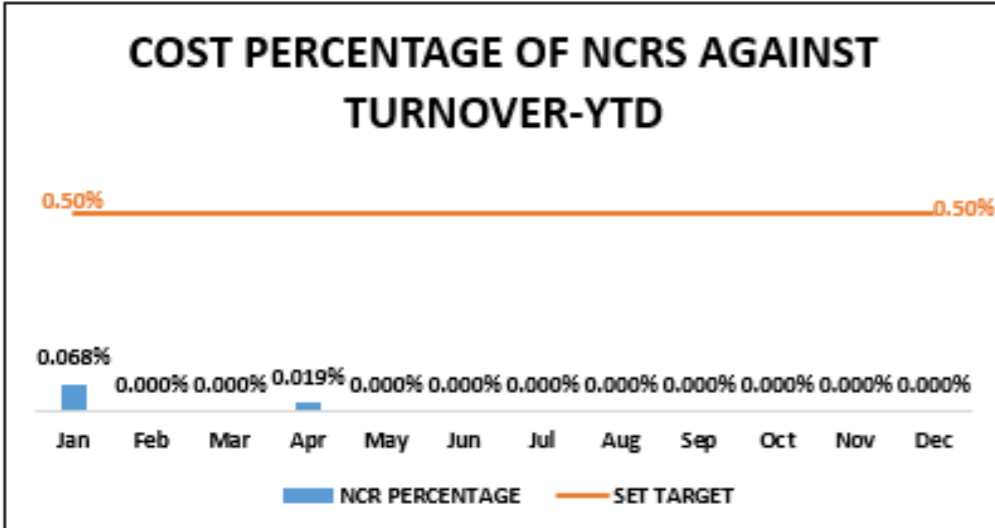
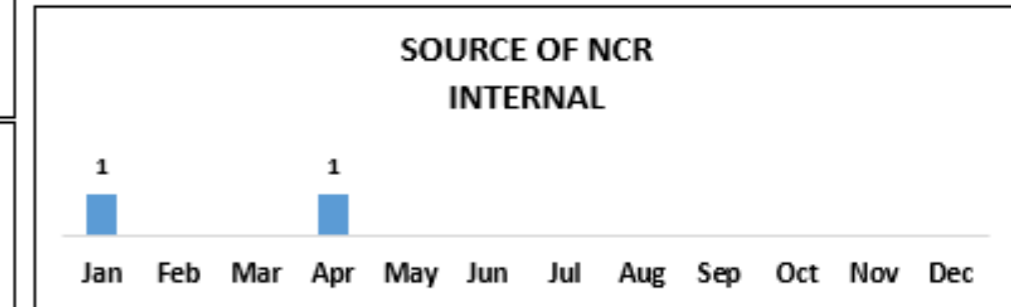
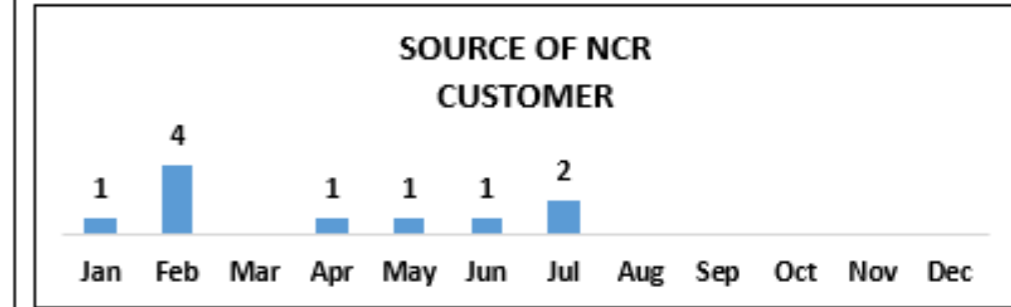
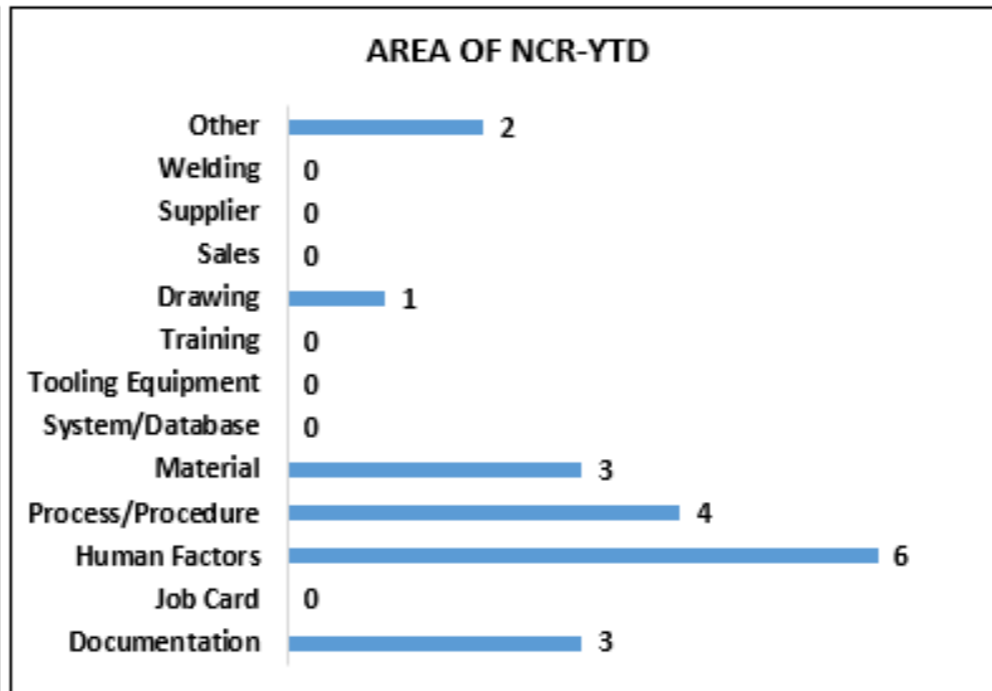
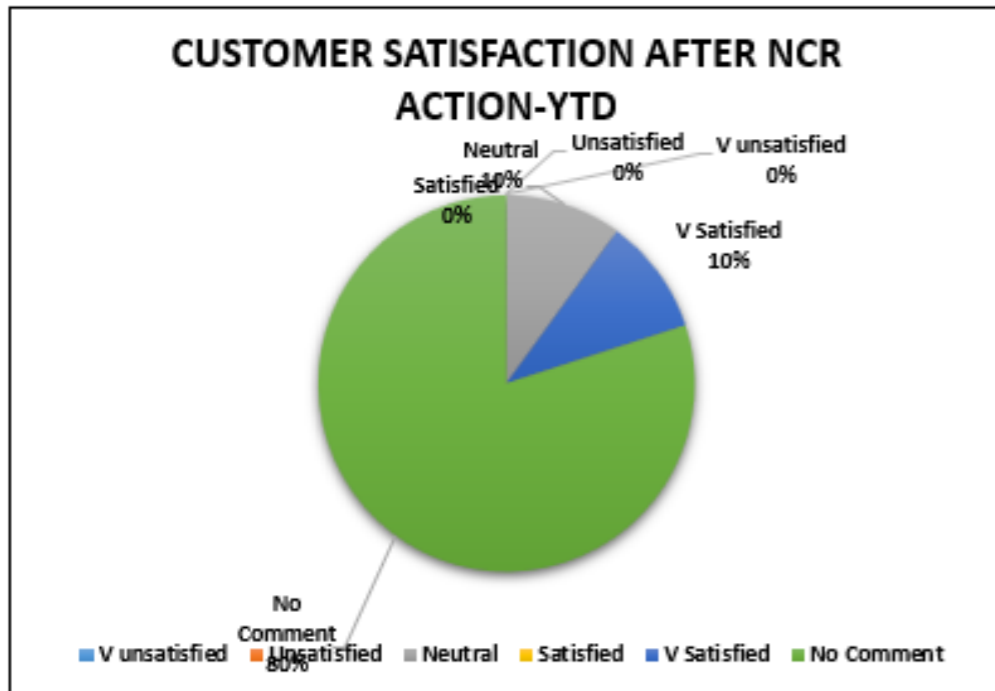
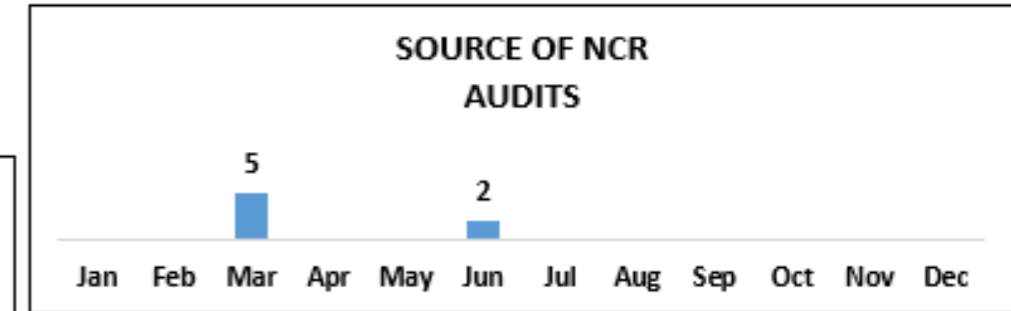
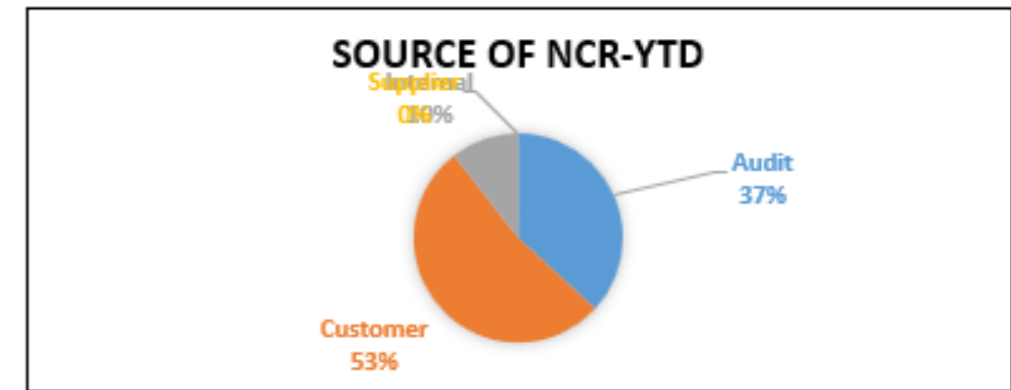
## JAN - JUL 2024

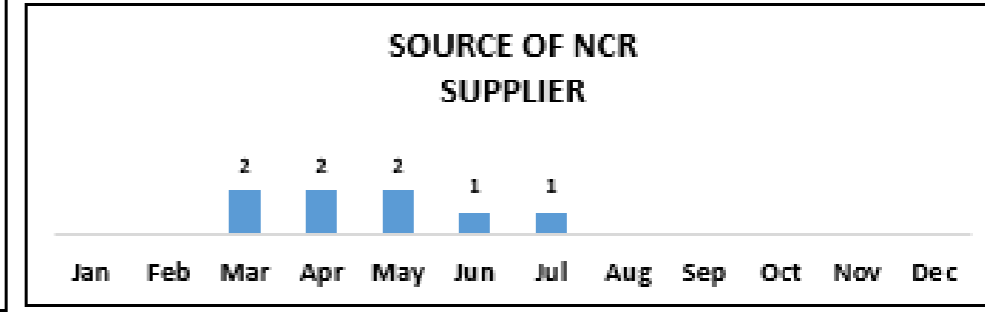
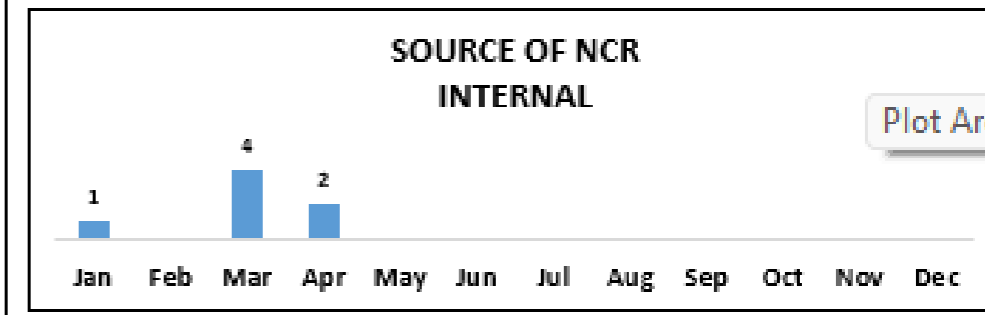
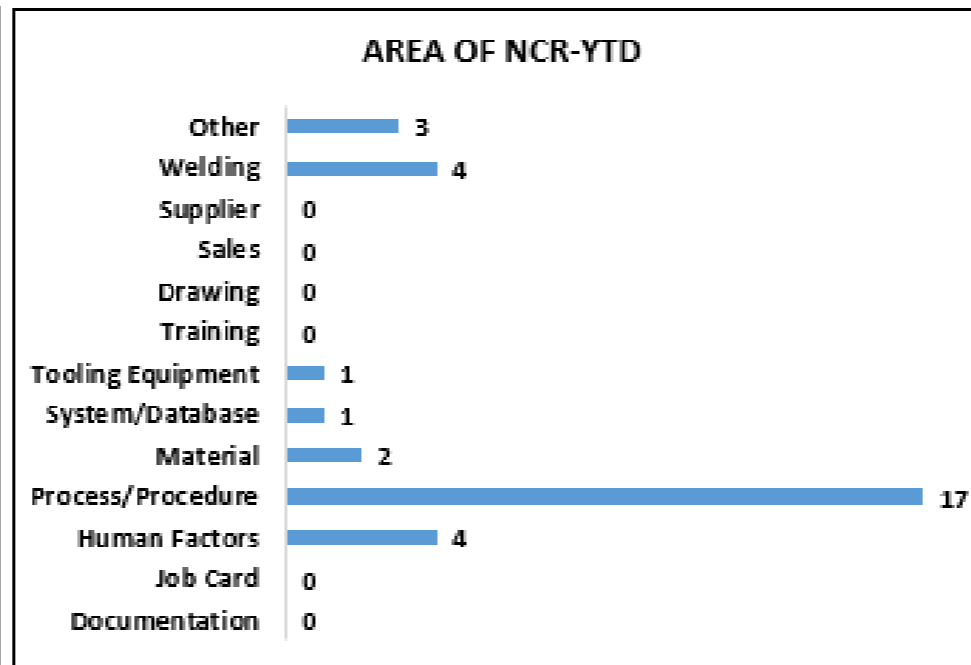
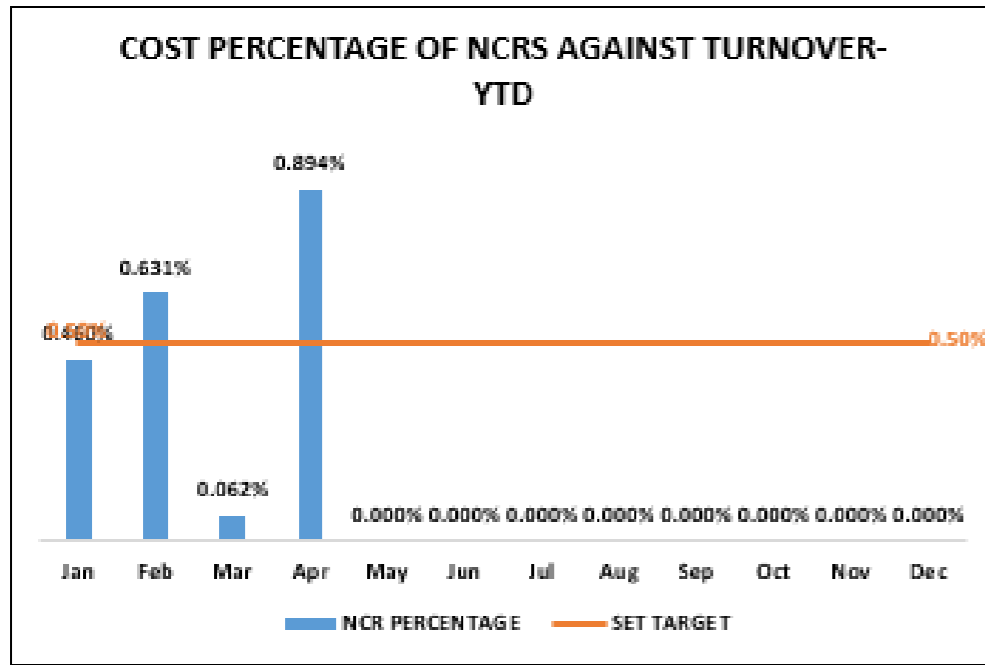
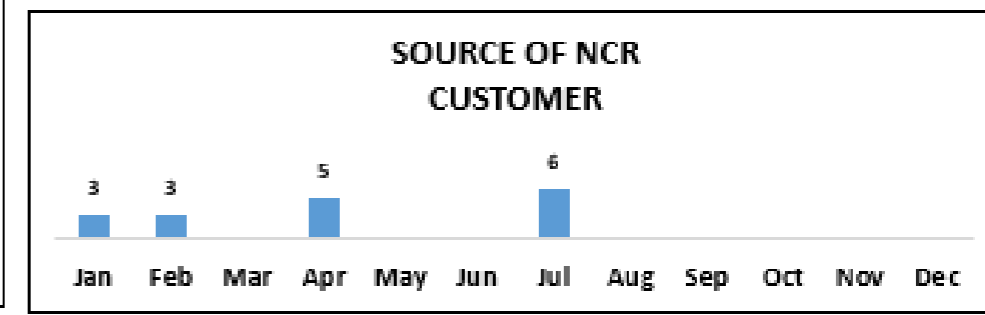
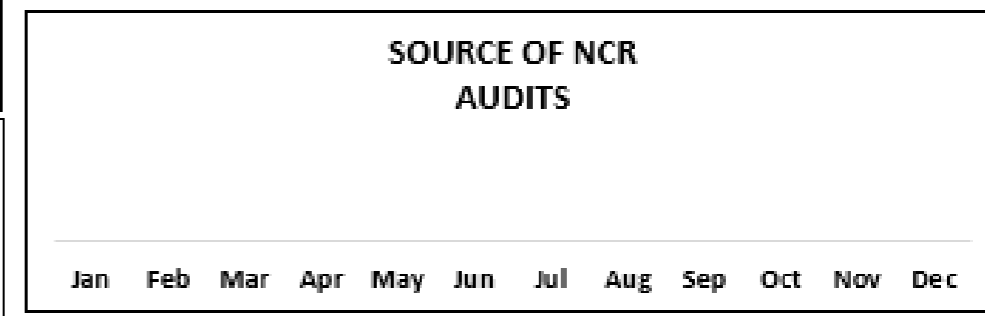
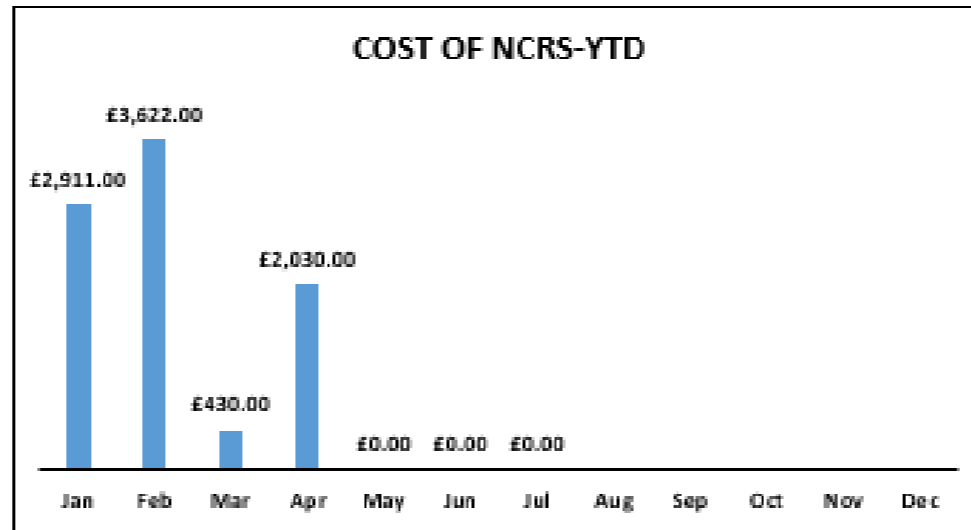
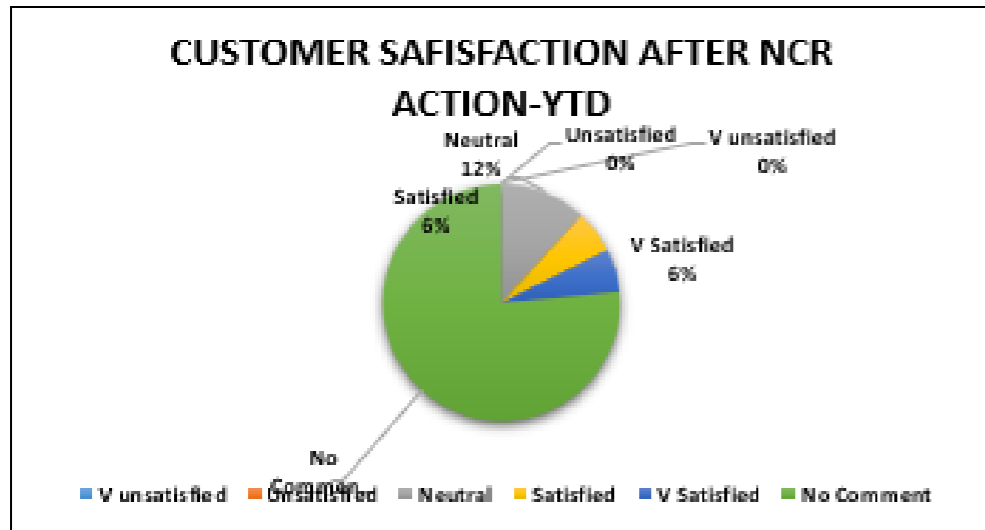
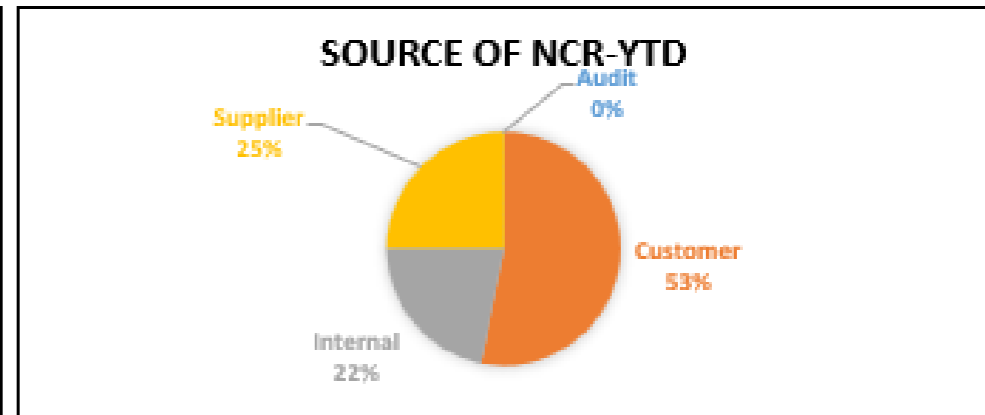
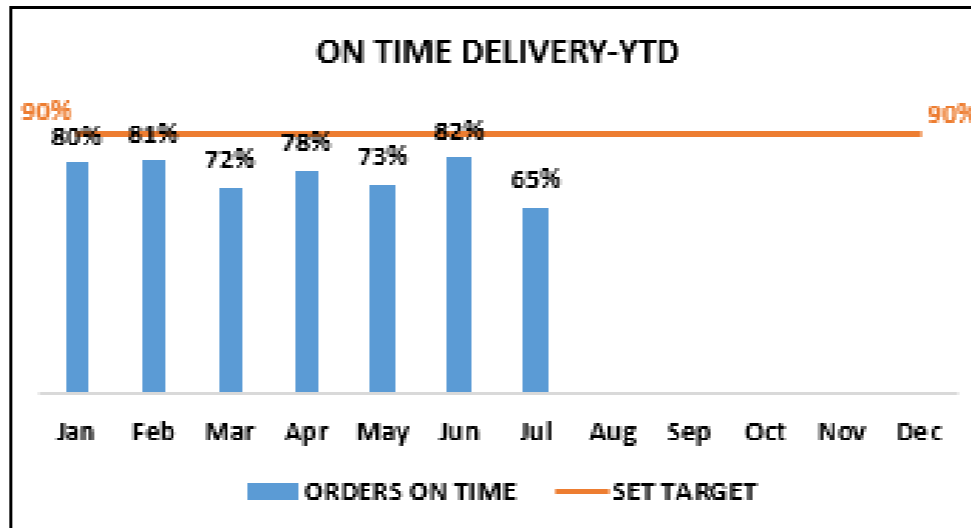
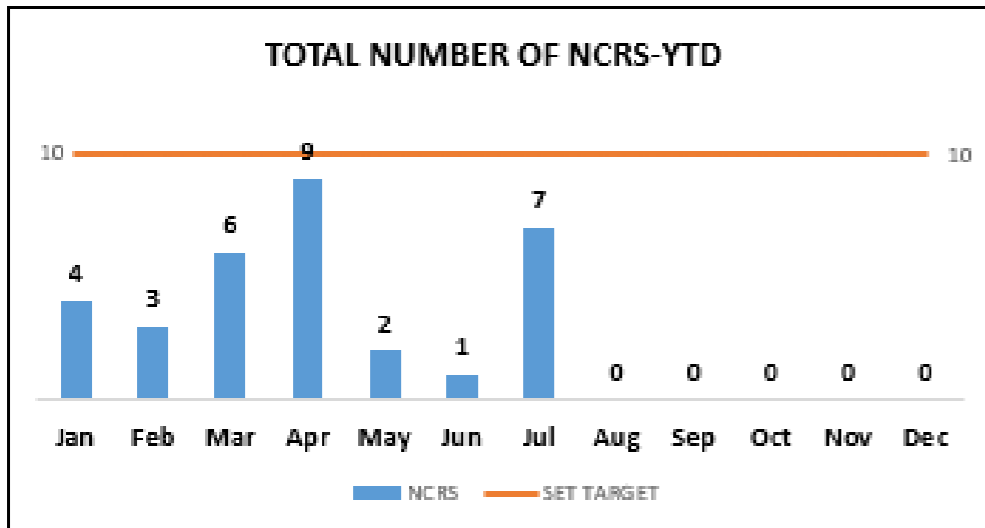


Closure time (Days)	7
Target Closure time	28

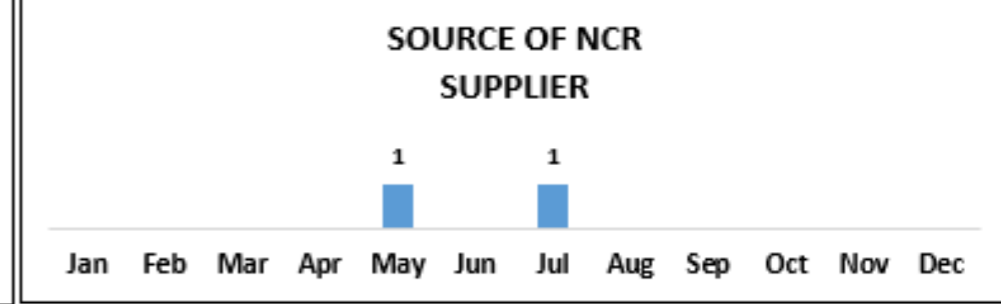
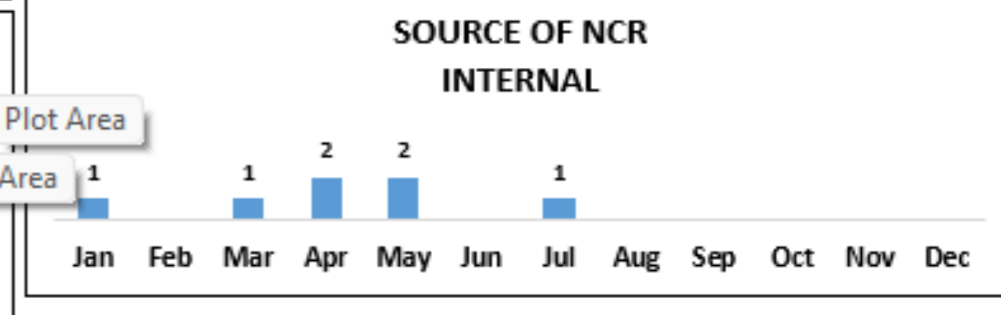
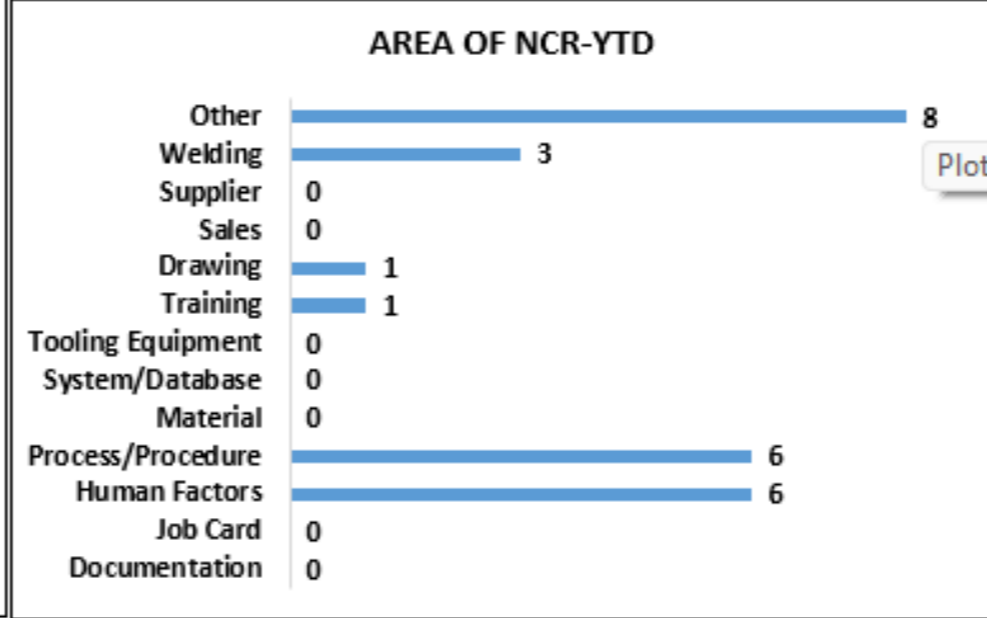
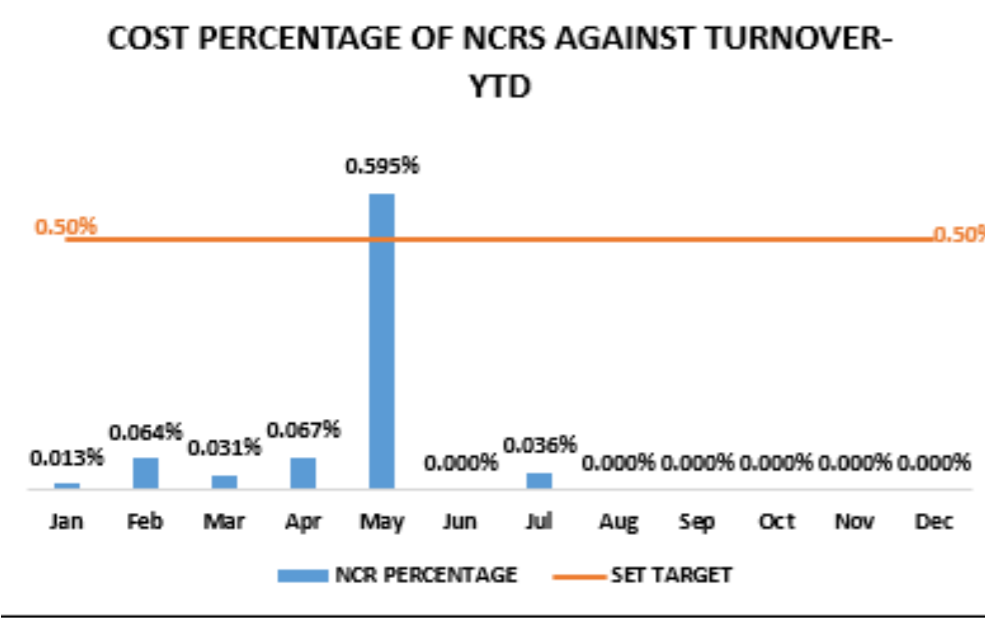
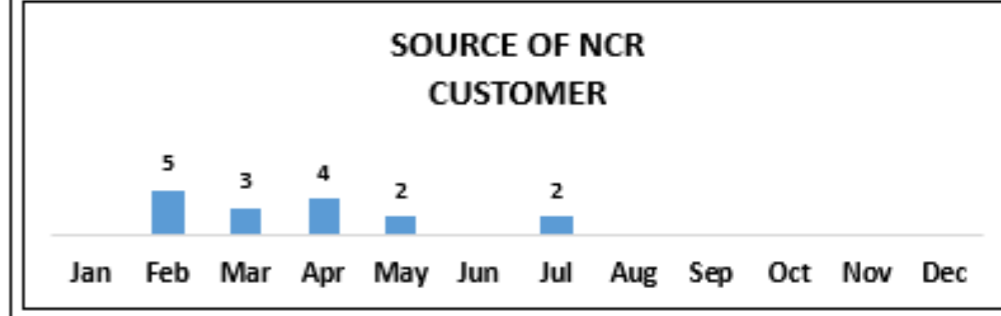
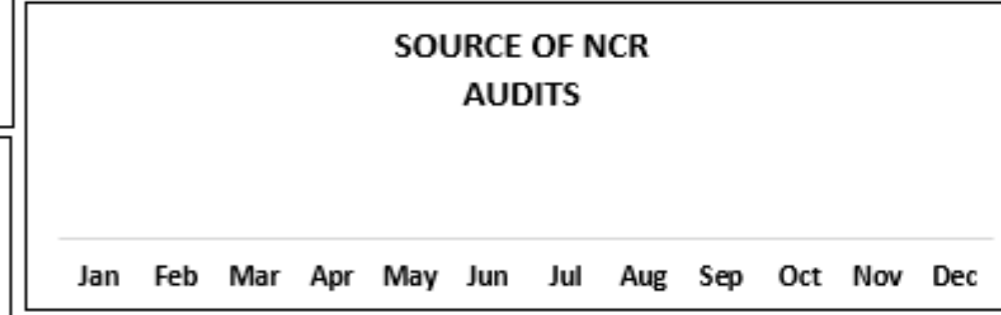
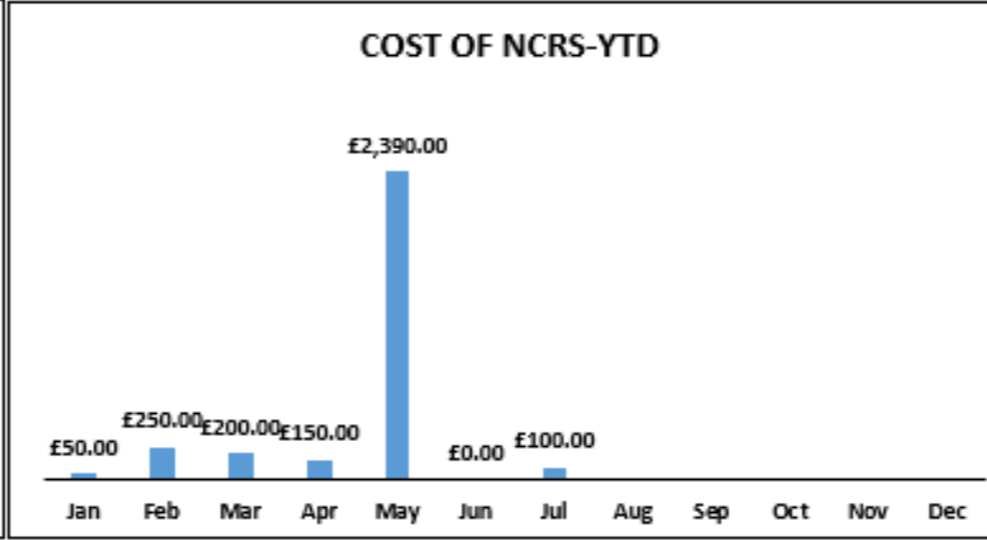
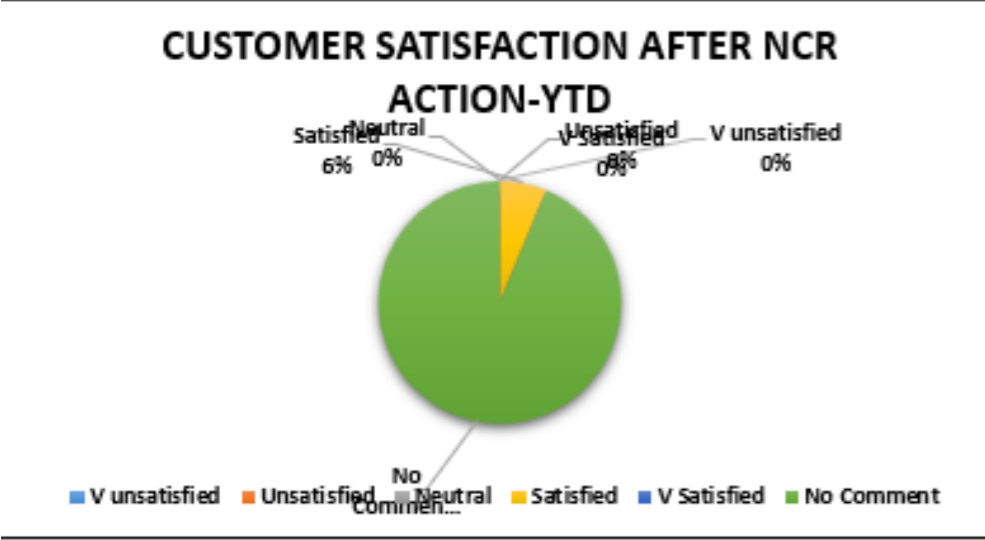
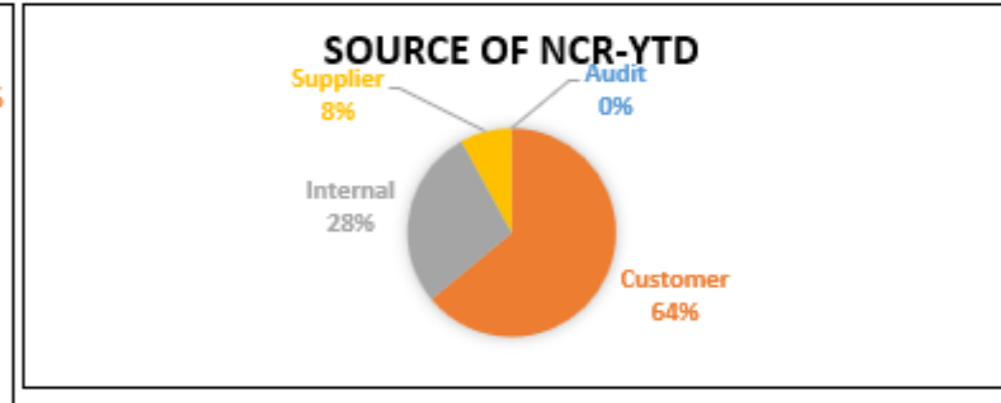
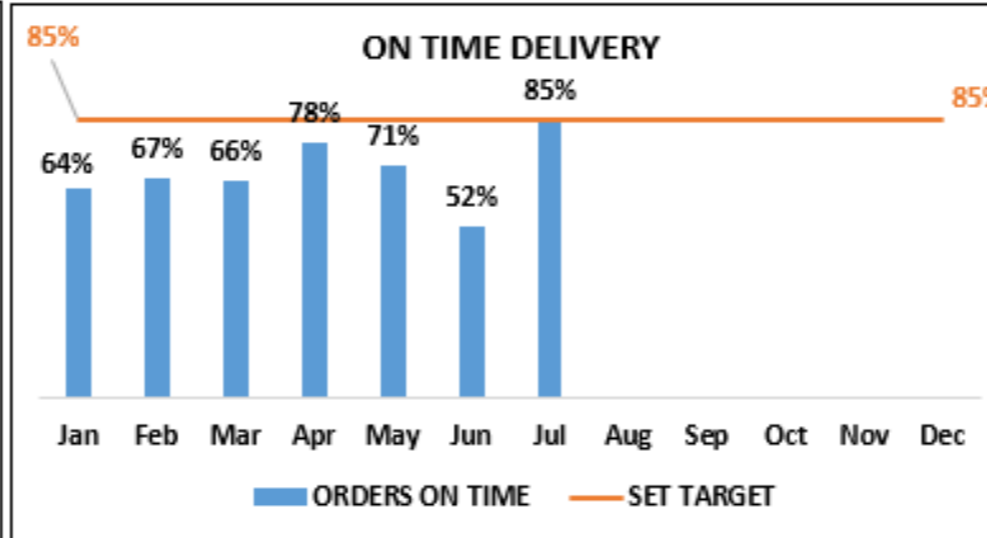
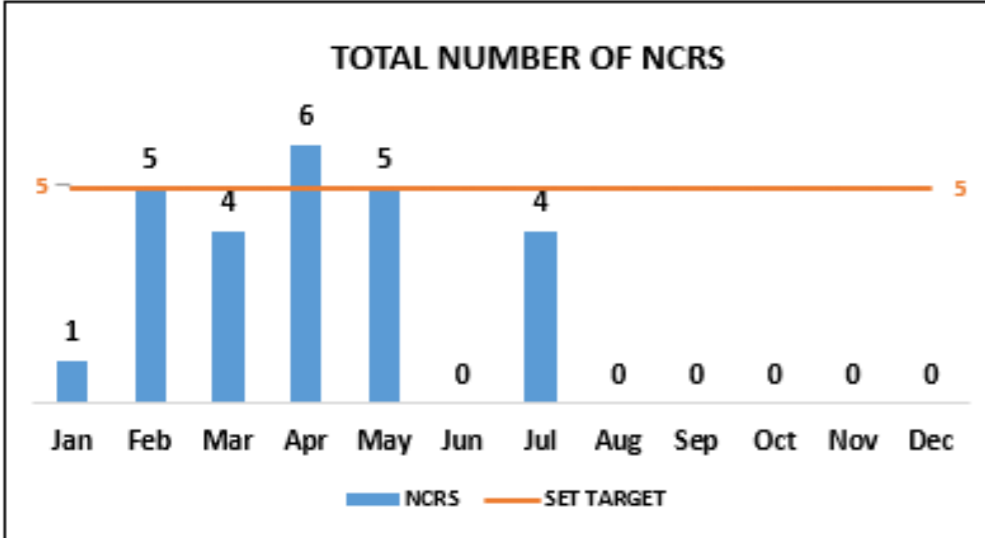


Closure out time (Days)	93
Target Close out time	28

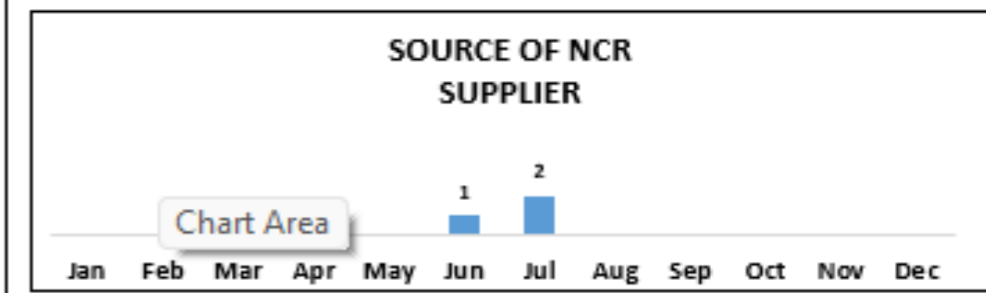
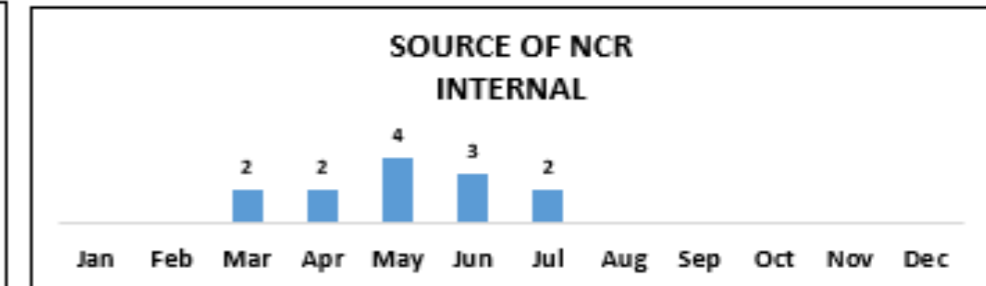
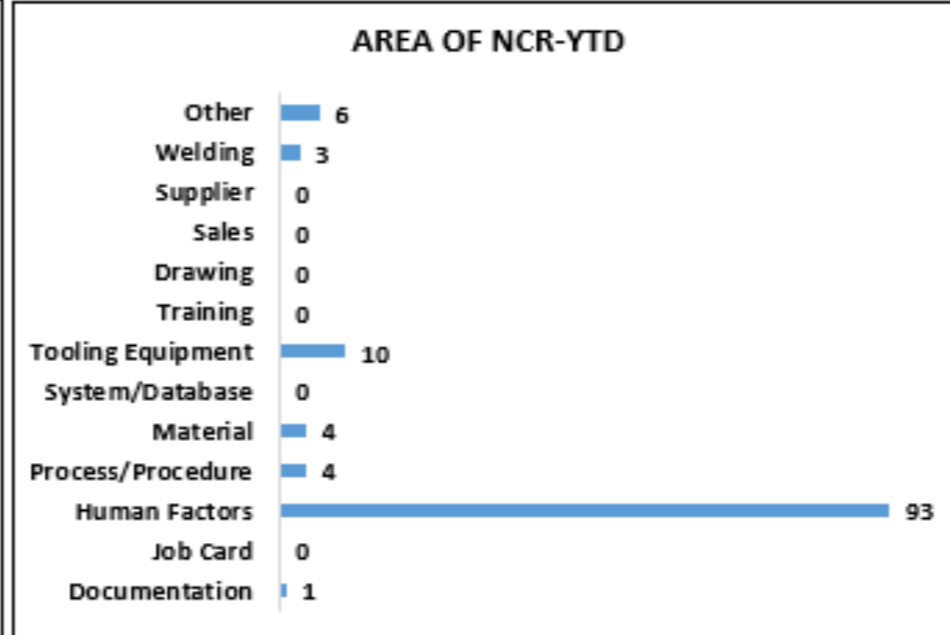
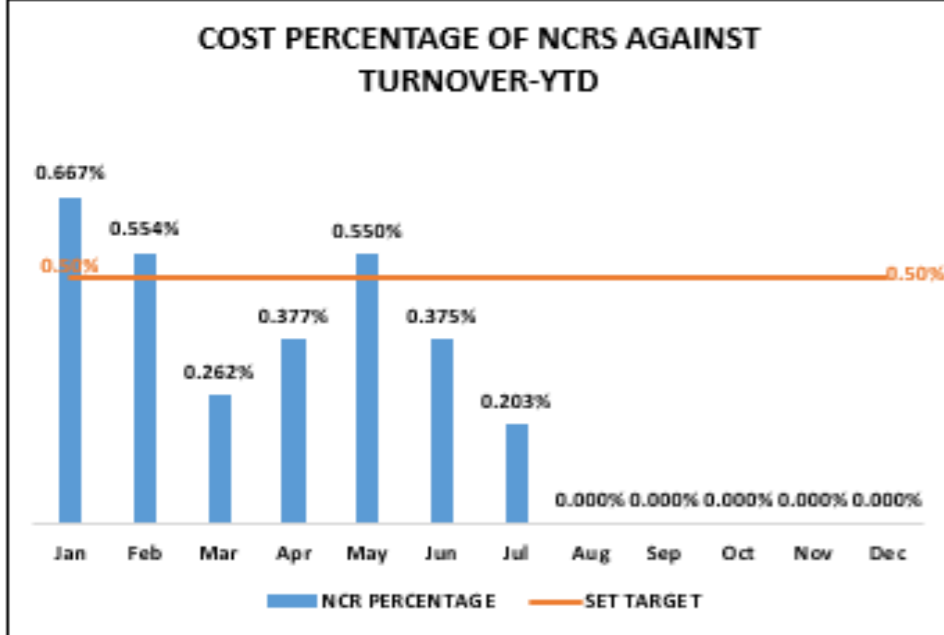
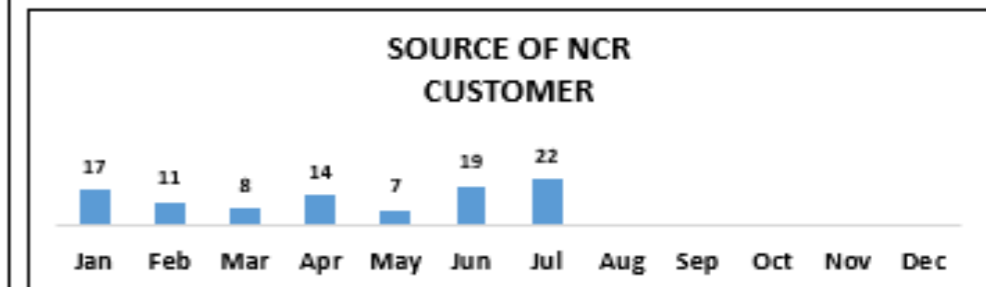
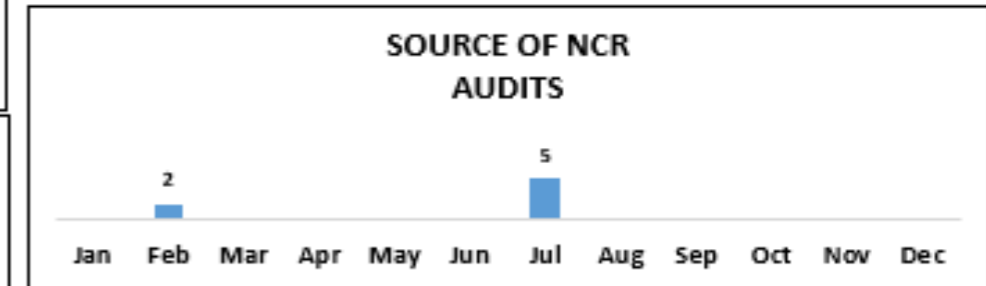
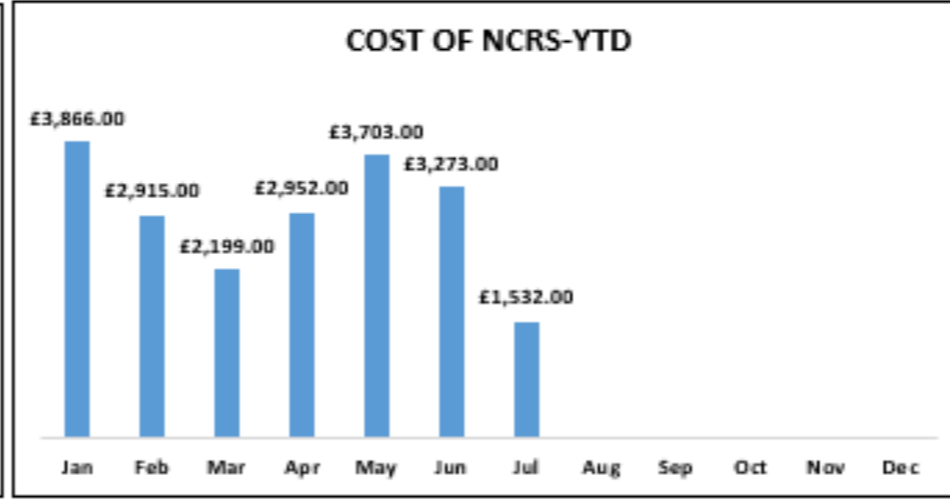
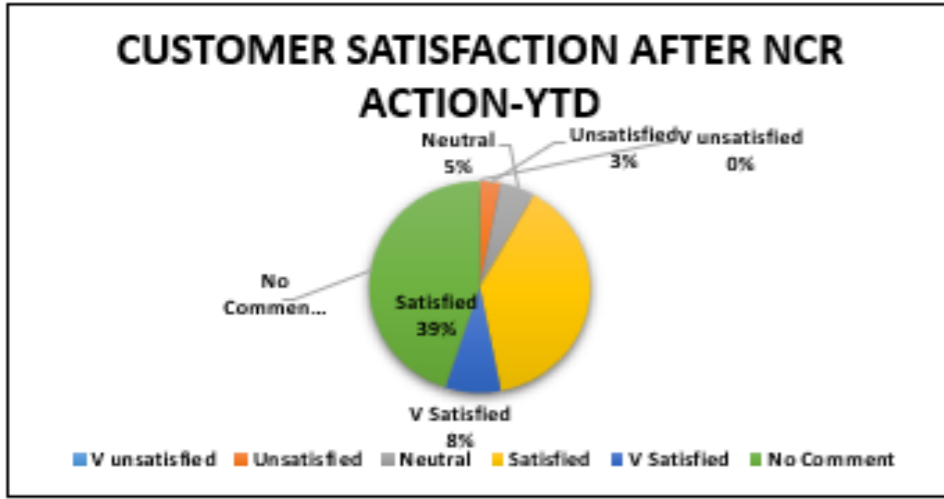
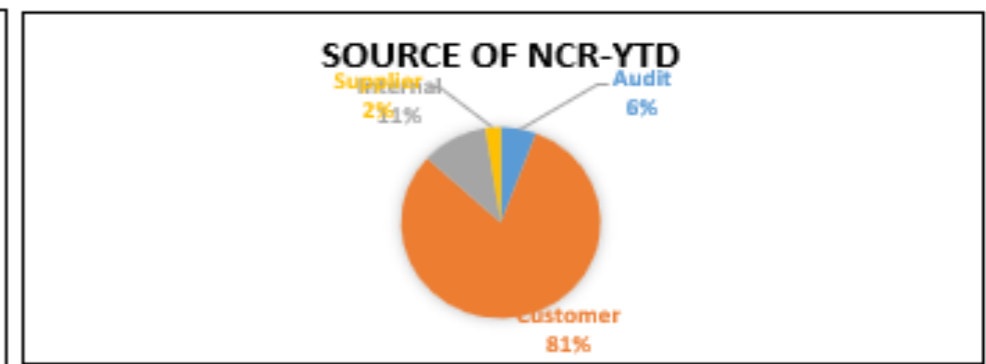
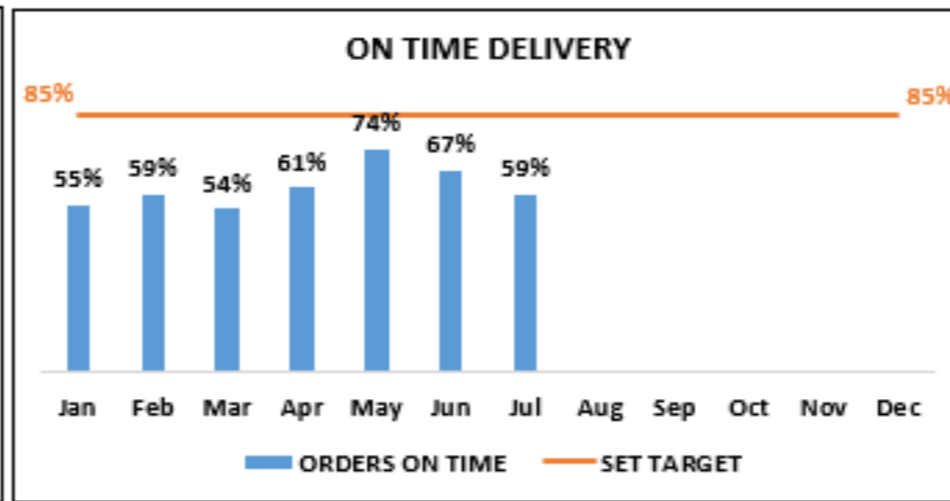
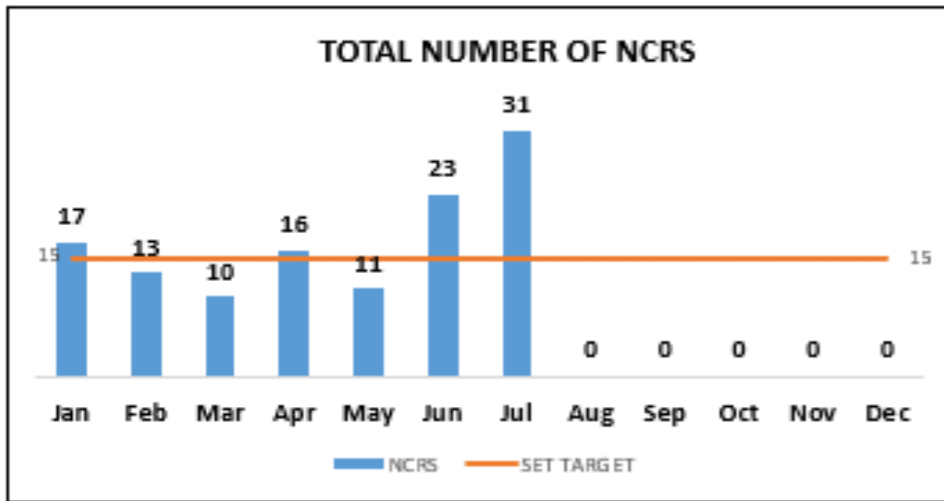




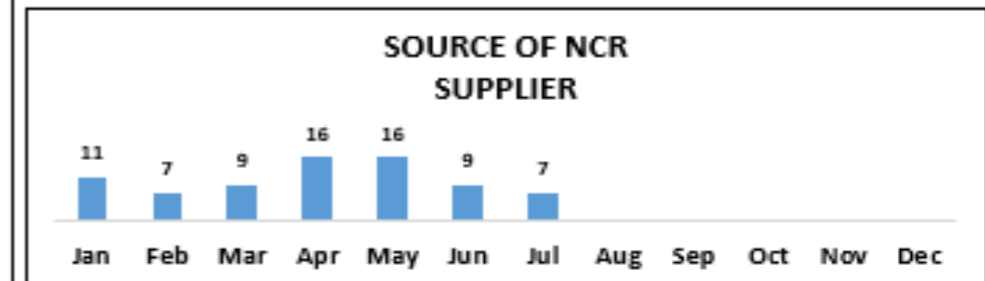
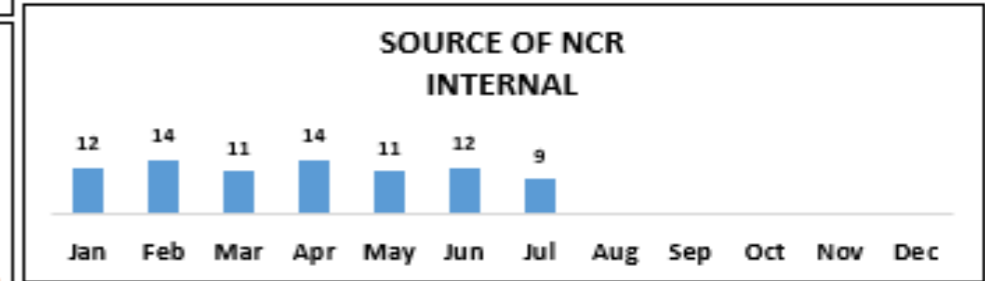
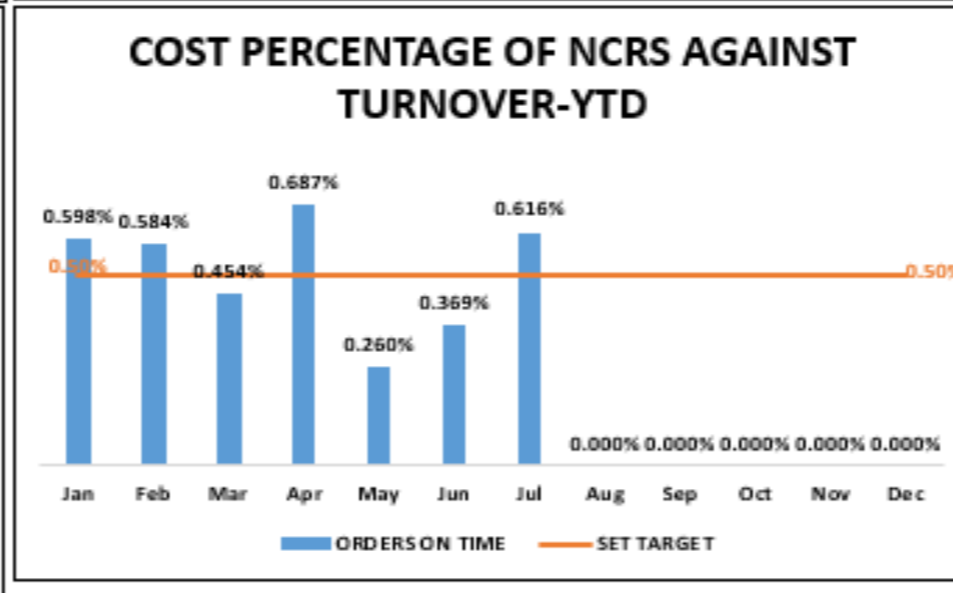
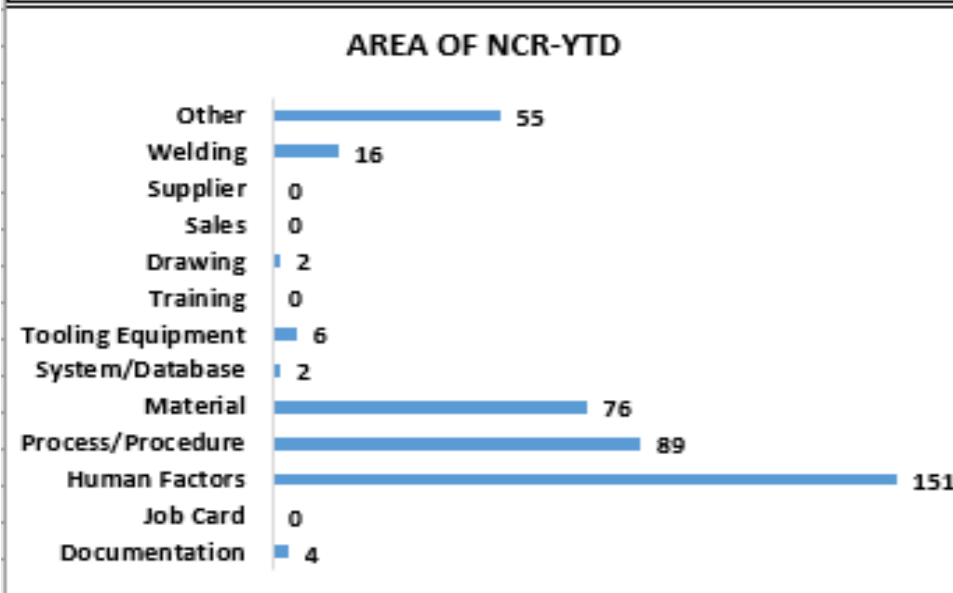
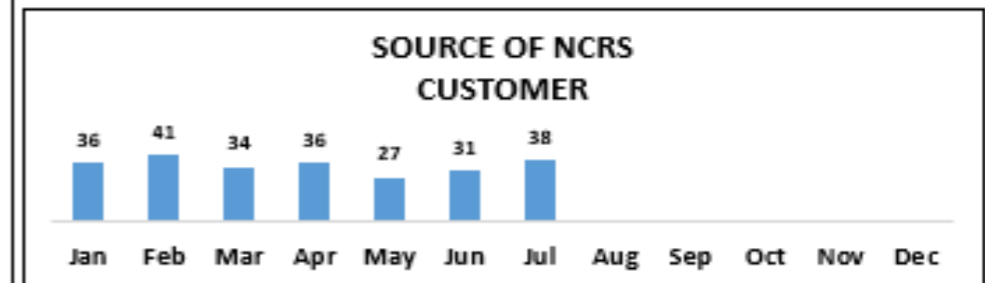
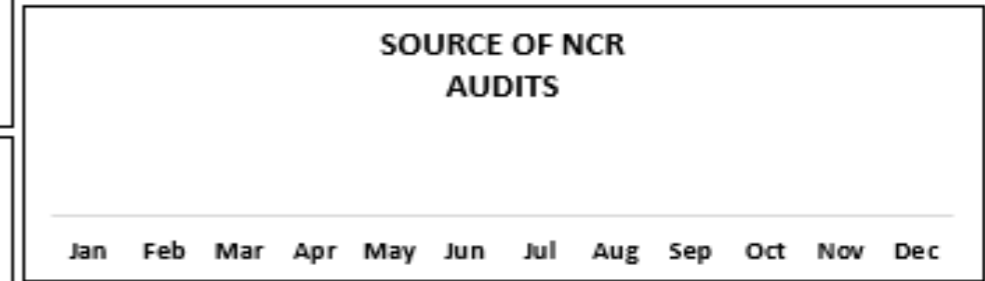
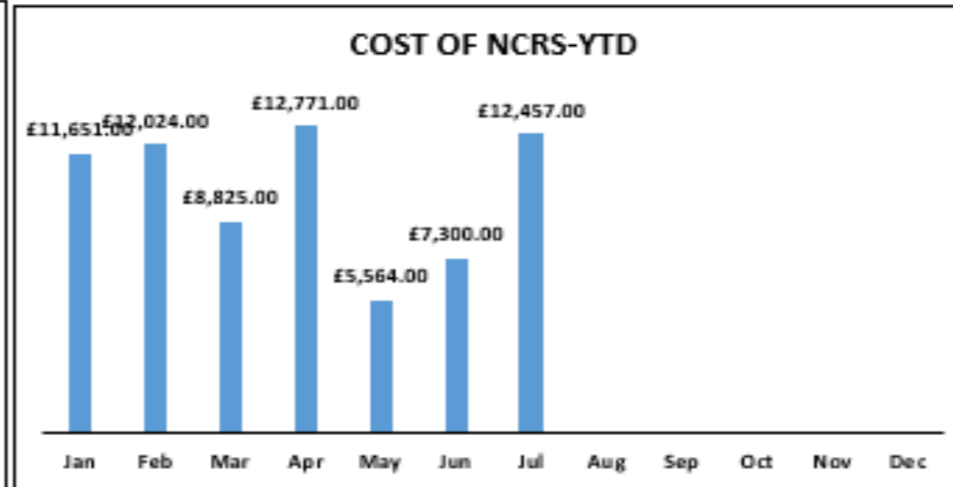
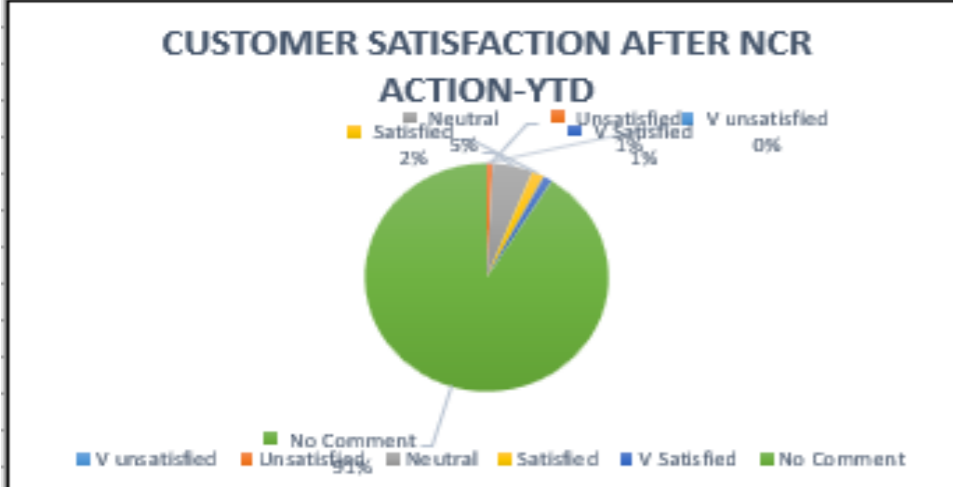
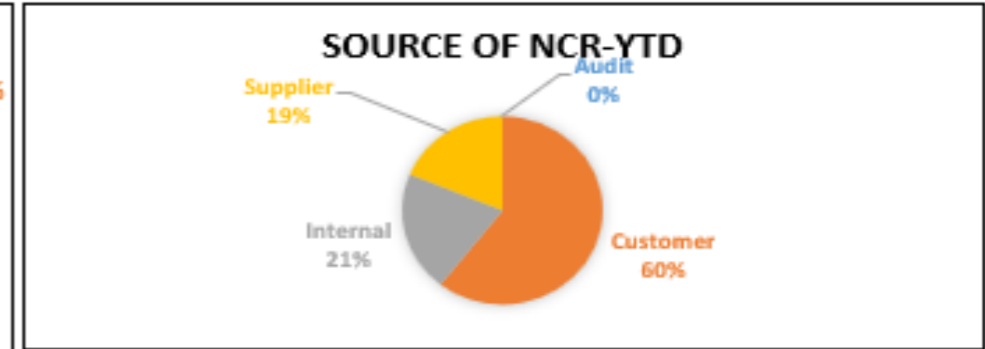
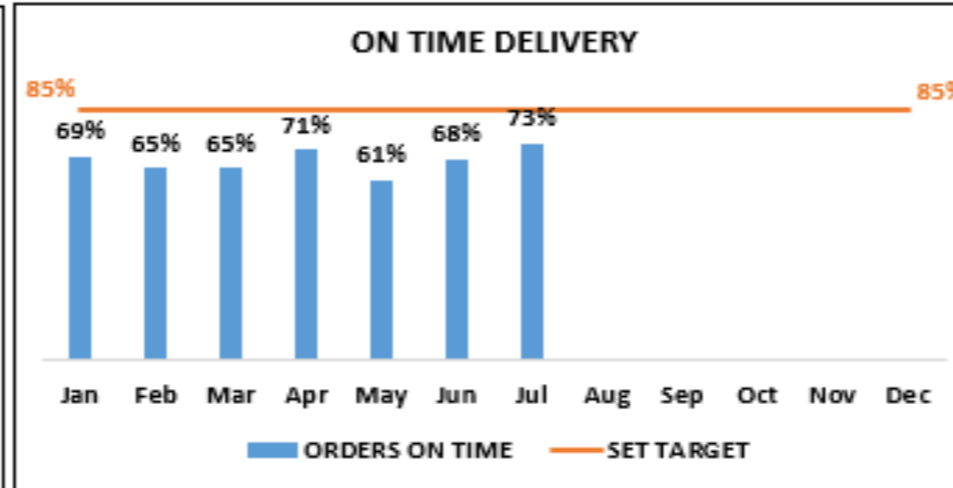
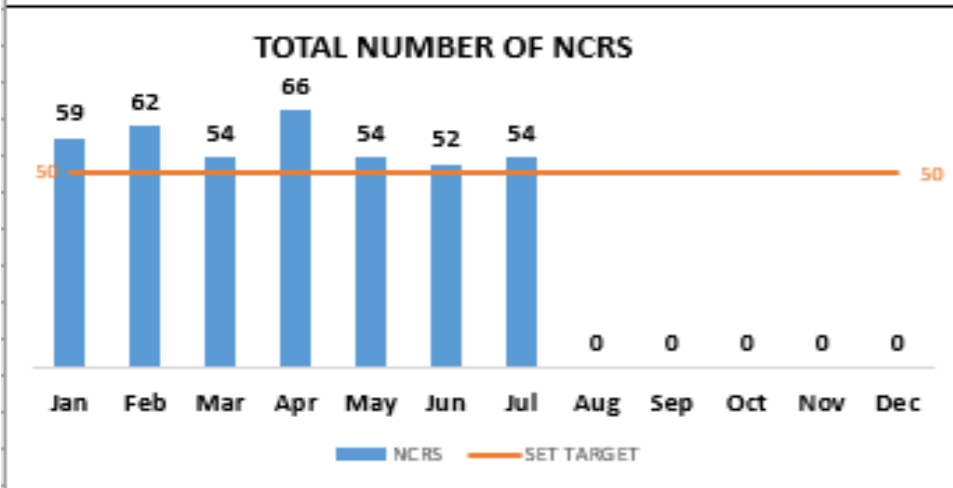
Closure time (Days)	24
Target Closure	28



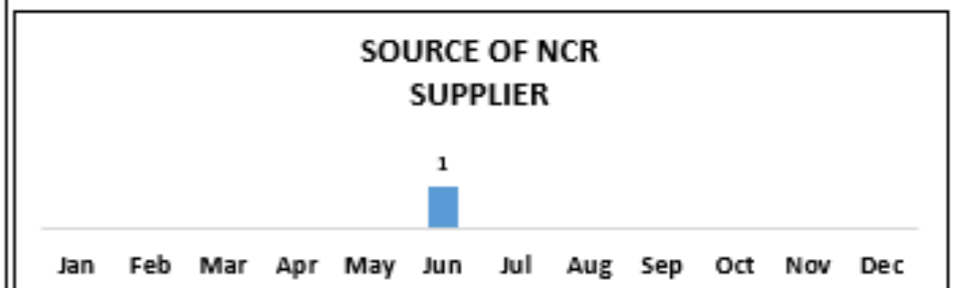
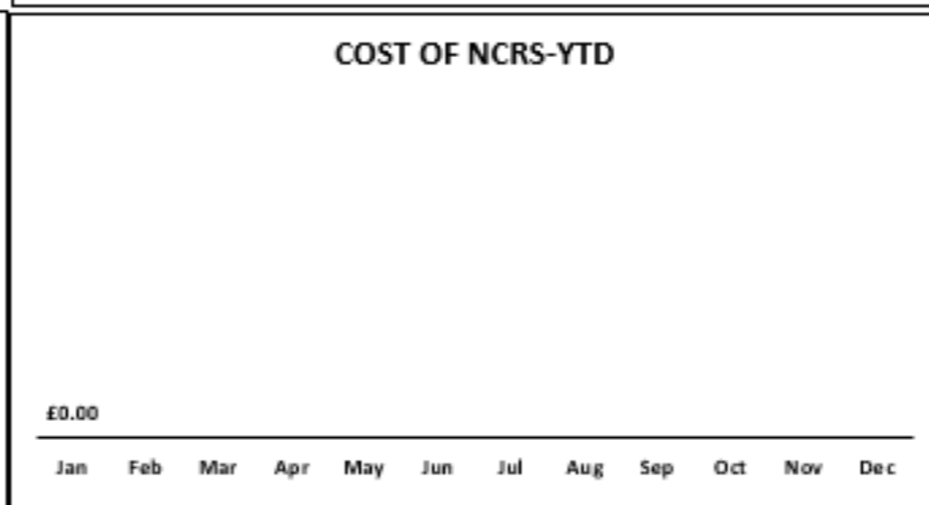
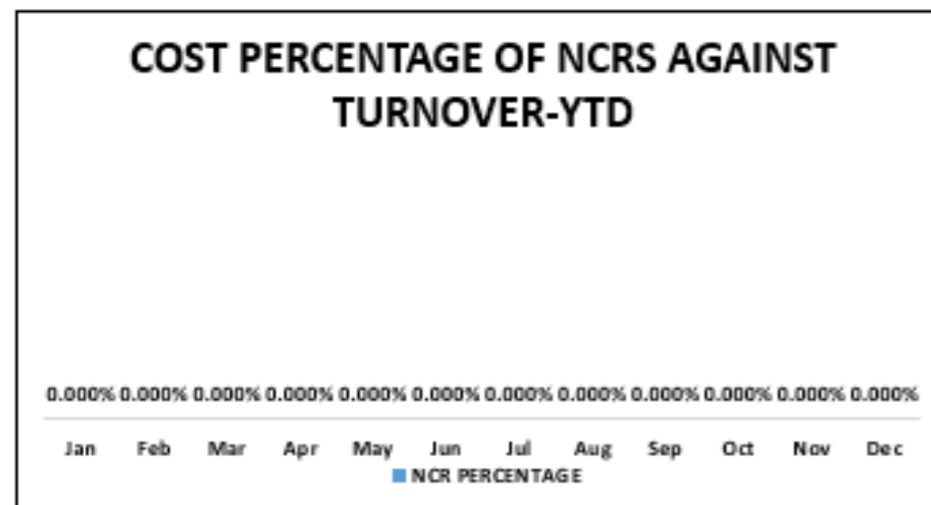
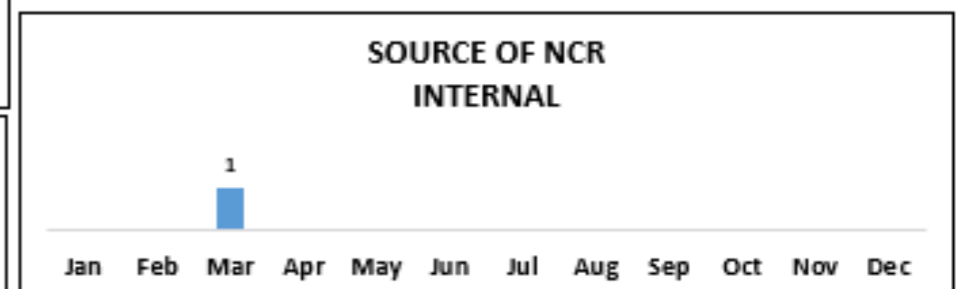
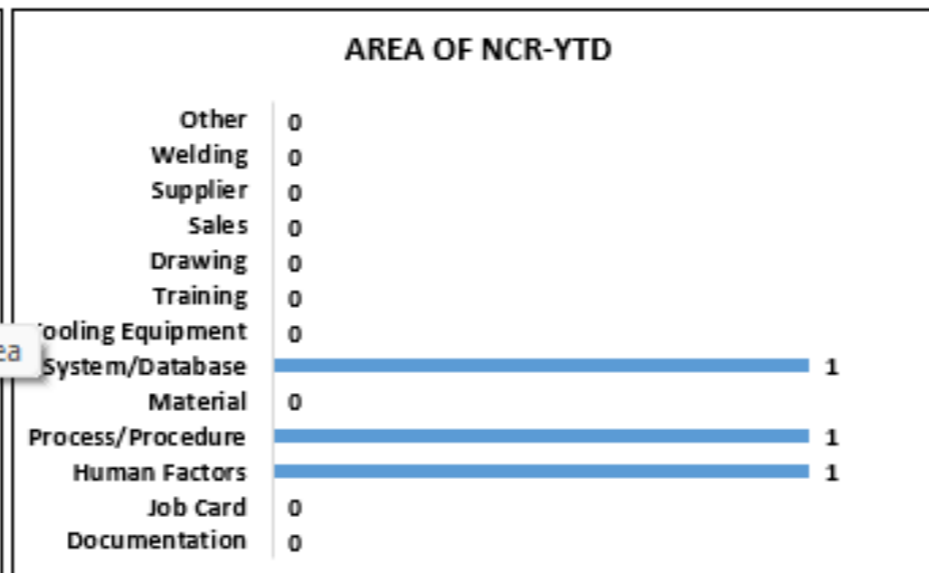
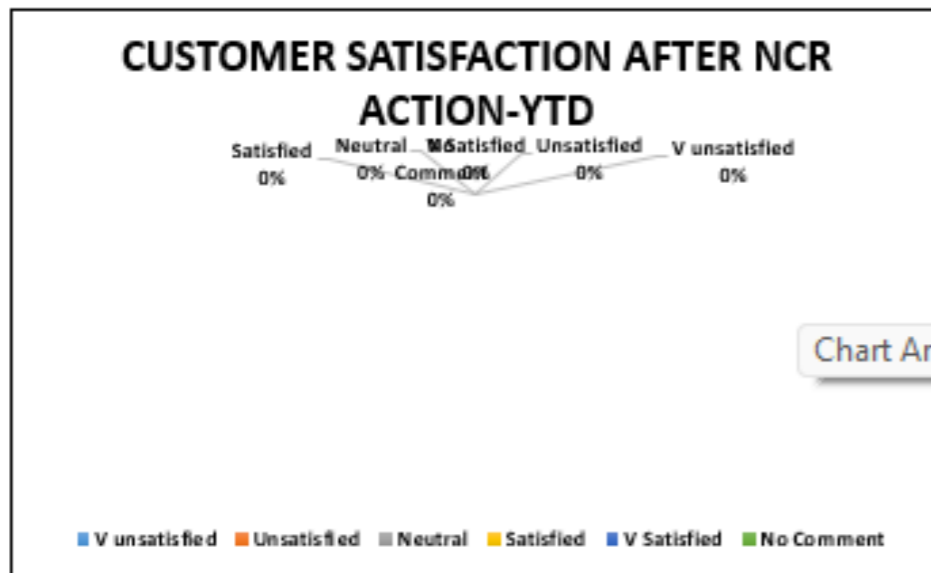
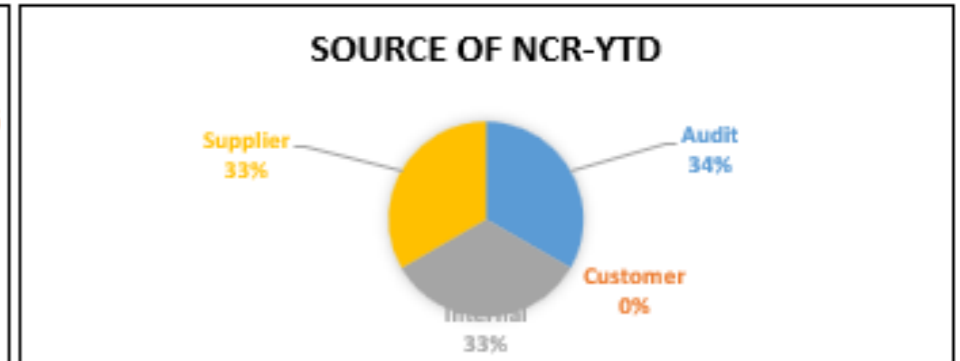
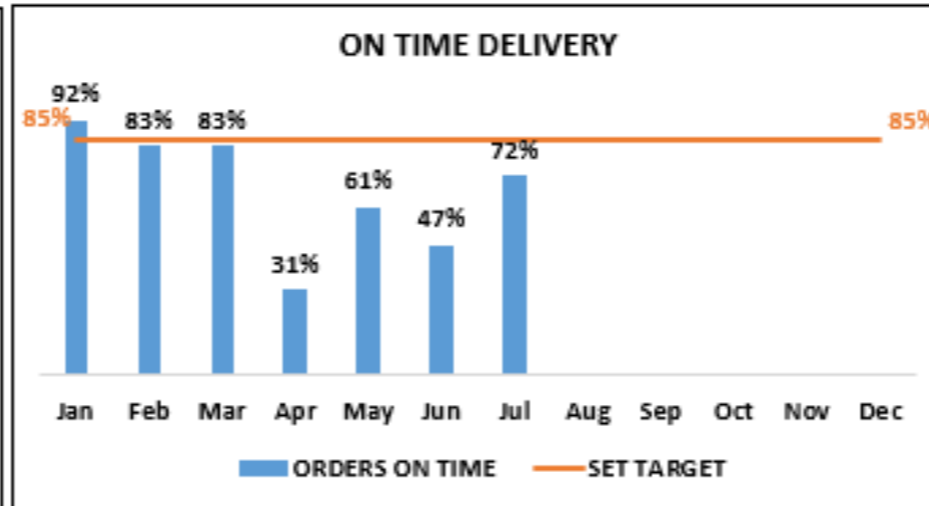
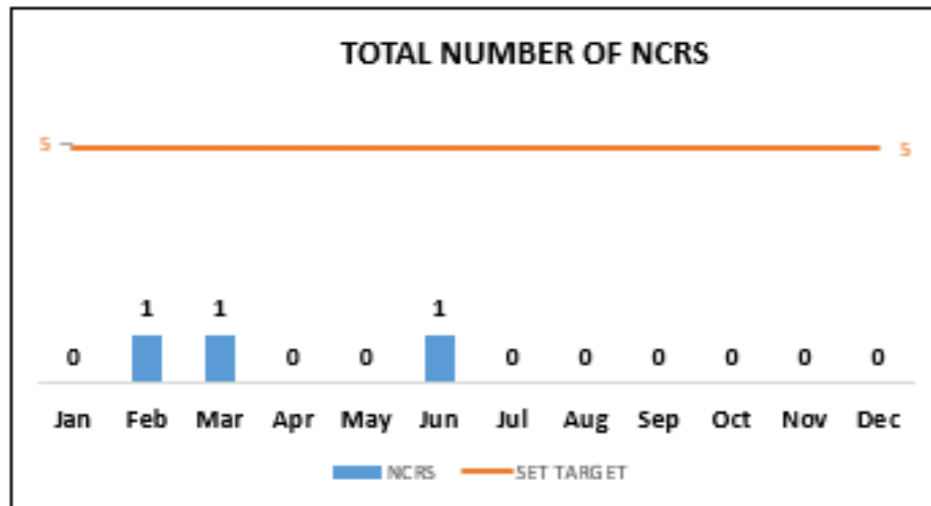
Closure time (Days)	75
Target Closure time	28



Closure time (Days)	13
Target Closure	28

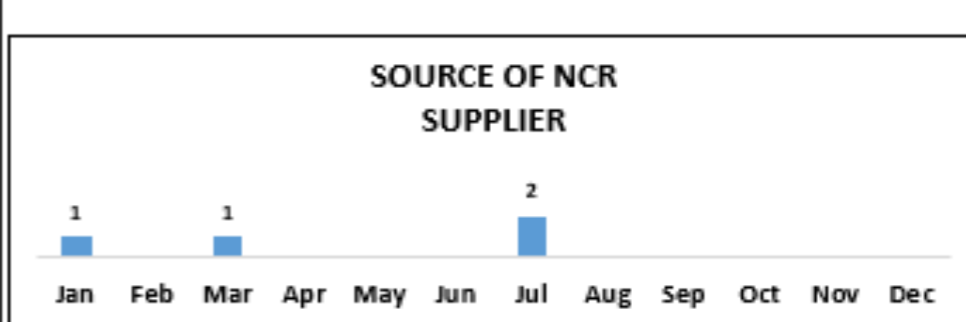
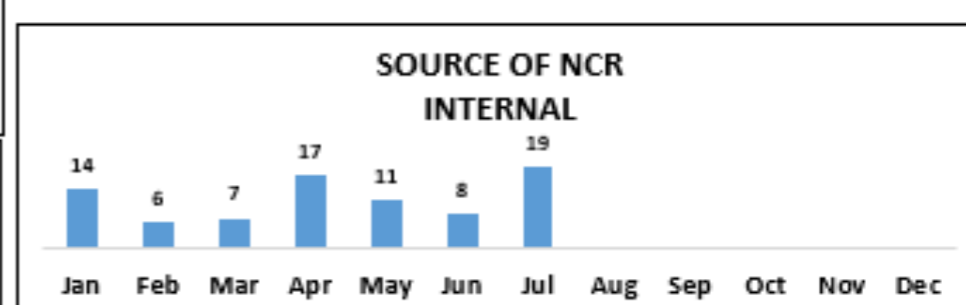
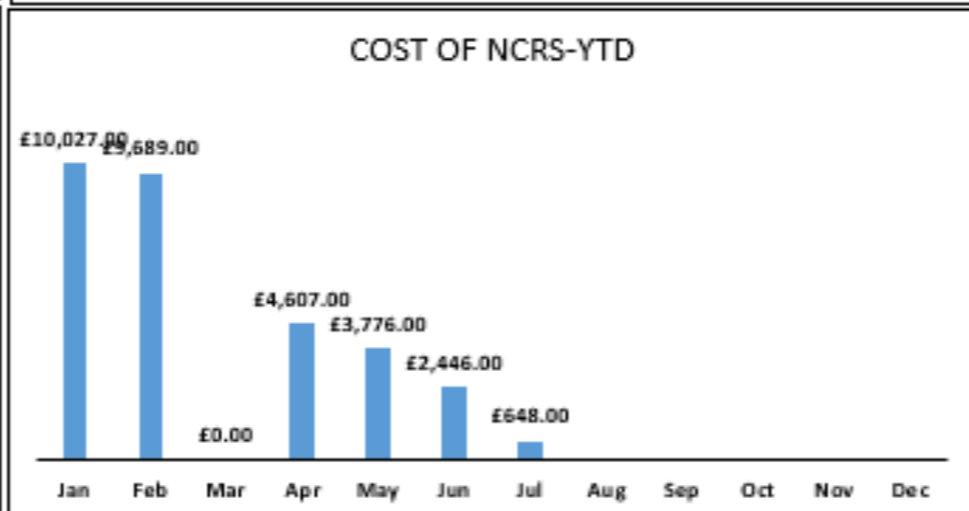
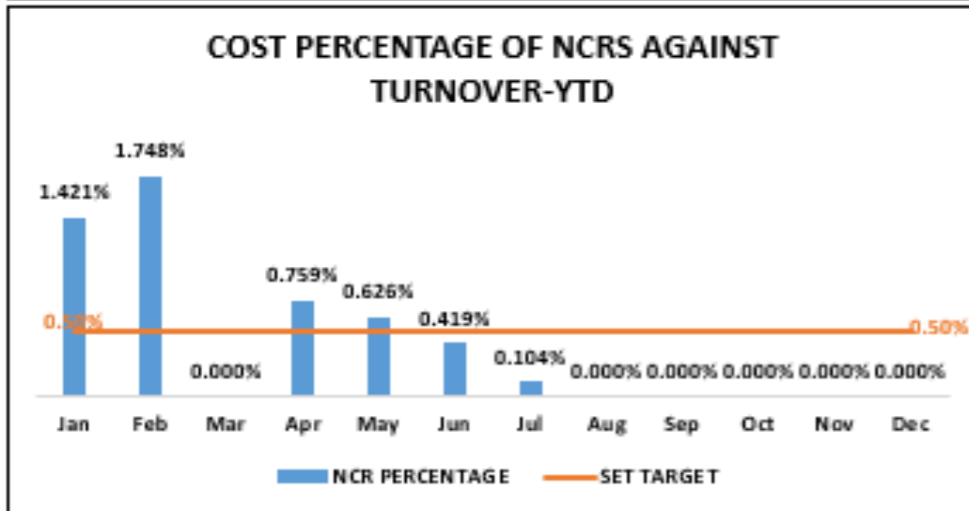
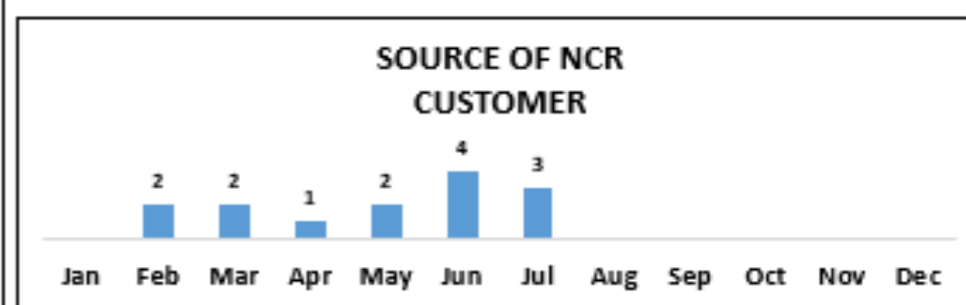
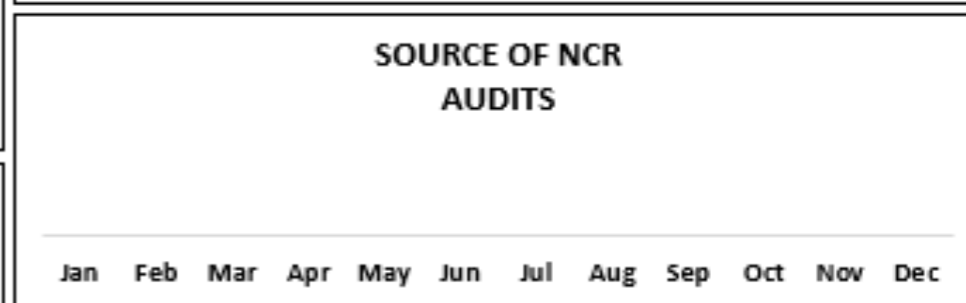
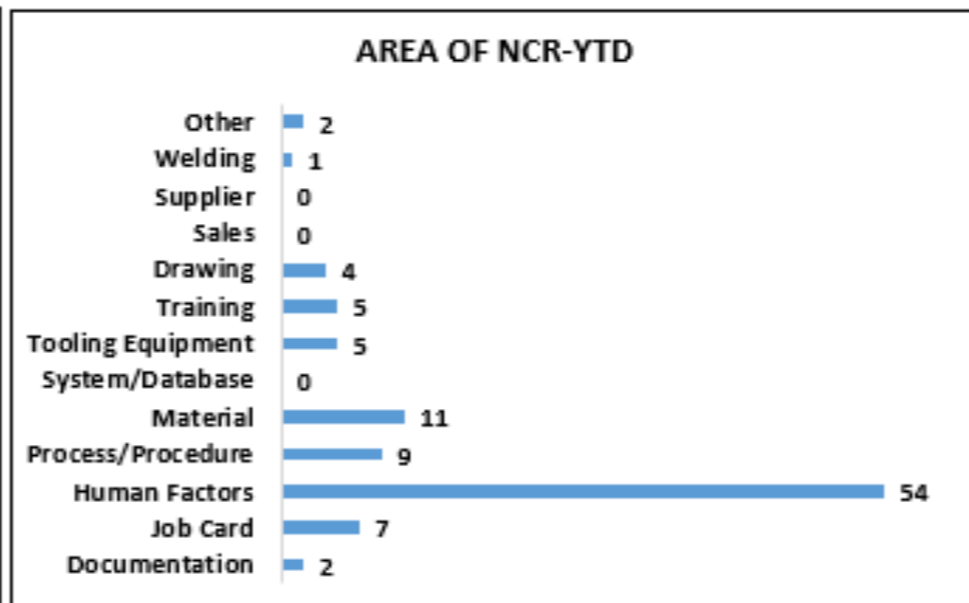
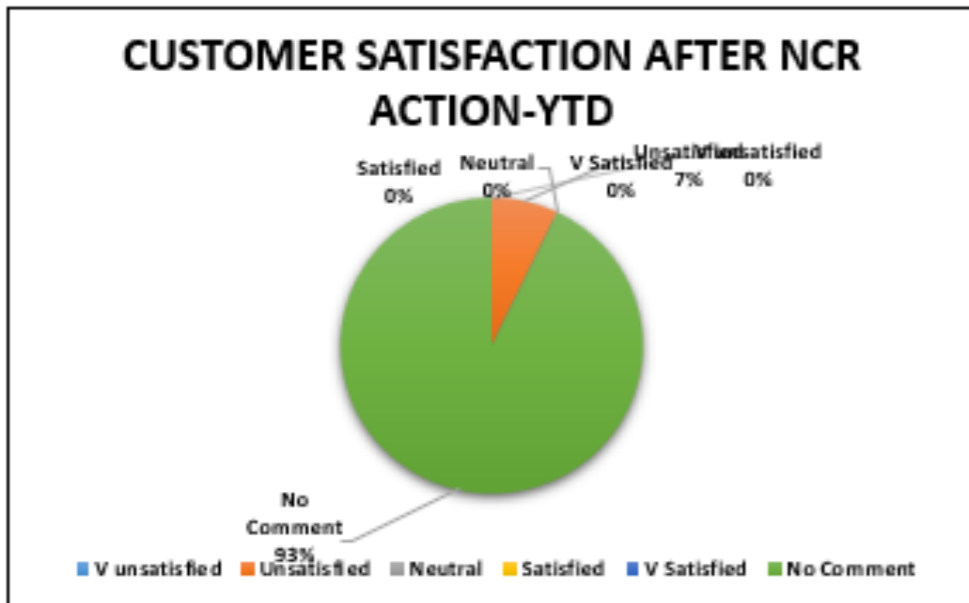
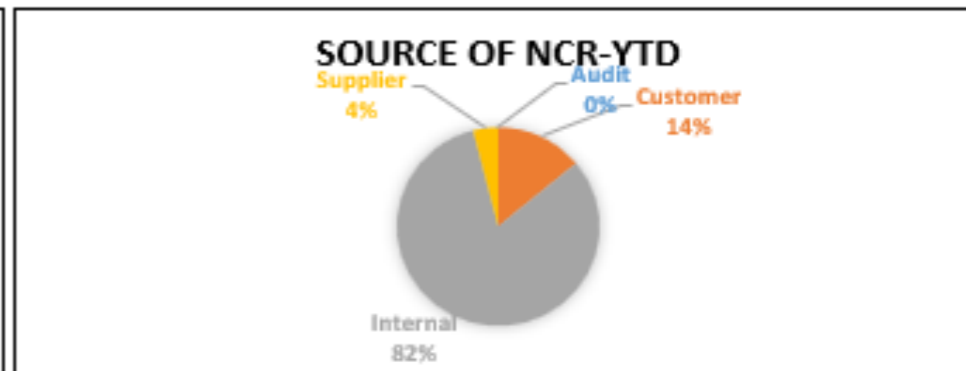
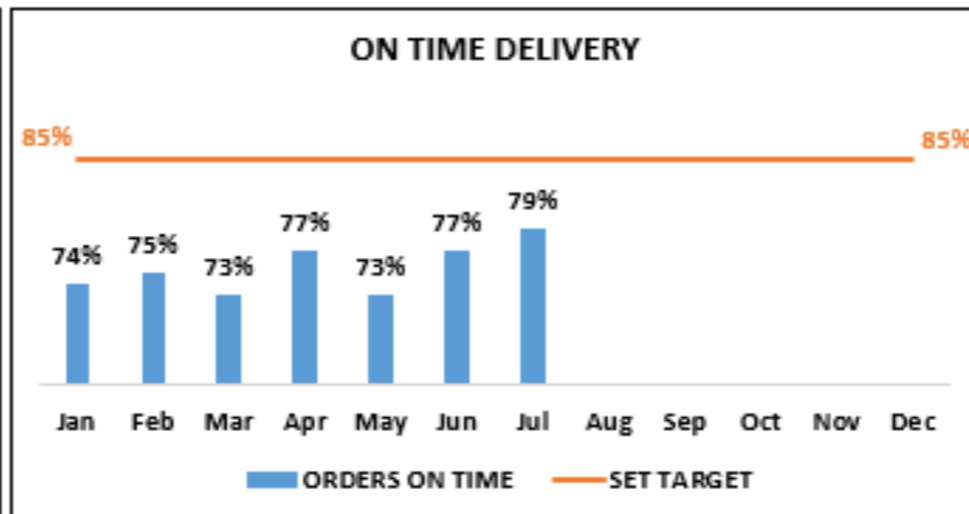
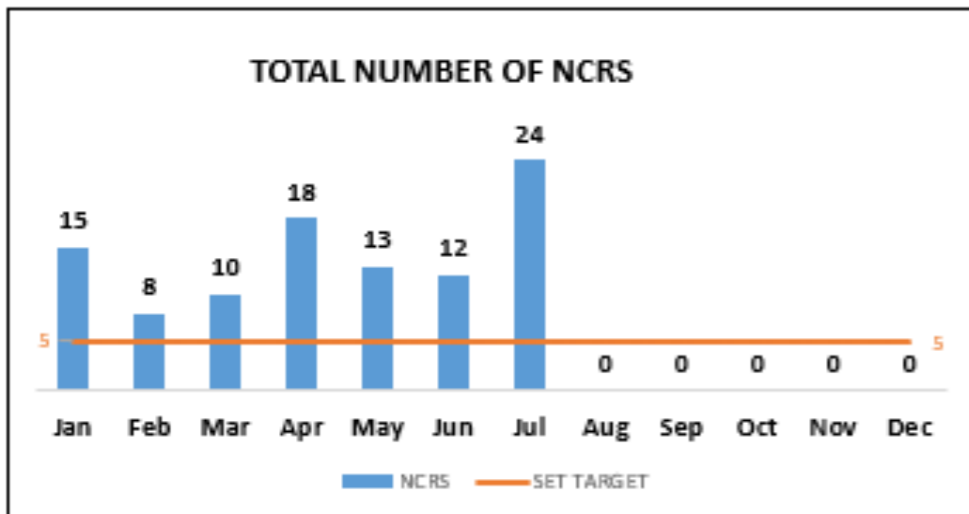


Closure time (Days)	12
Target Closure	28

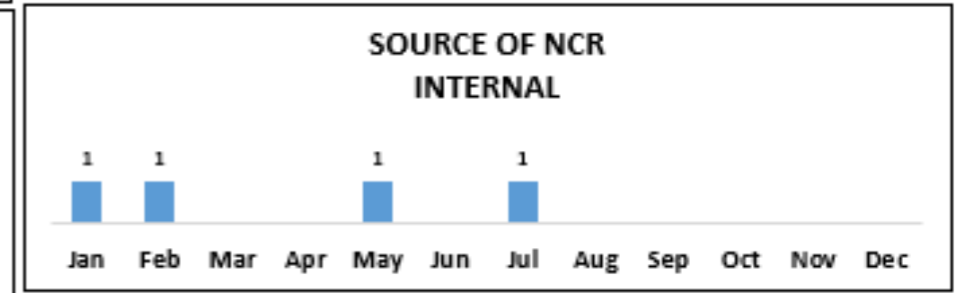
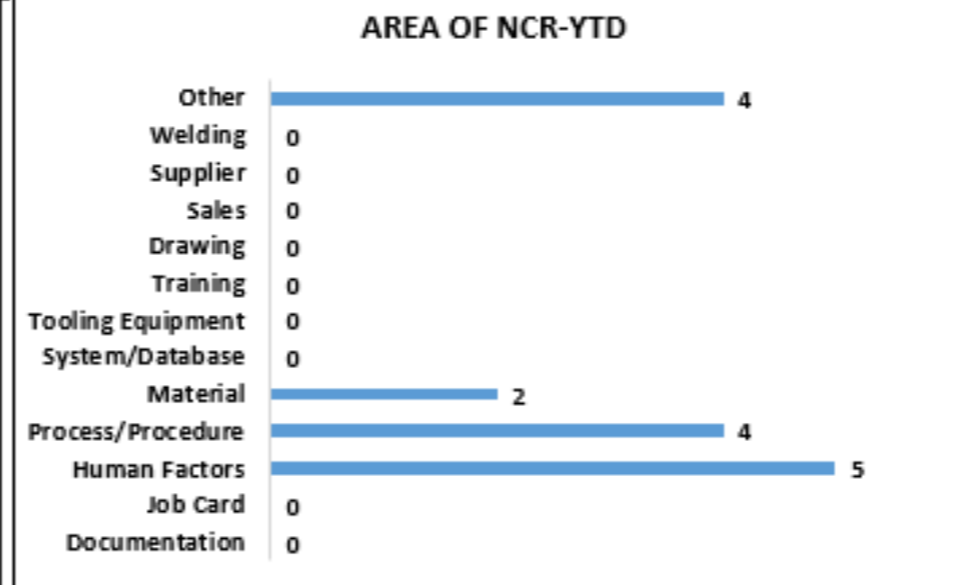
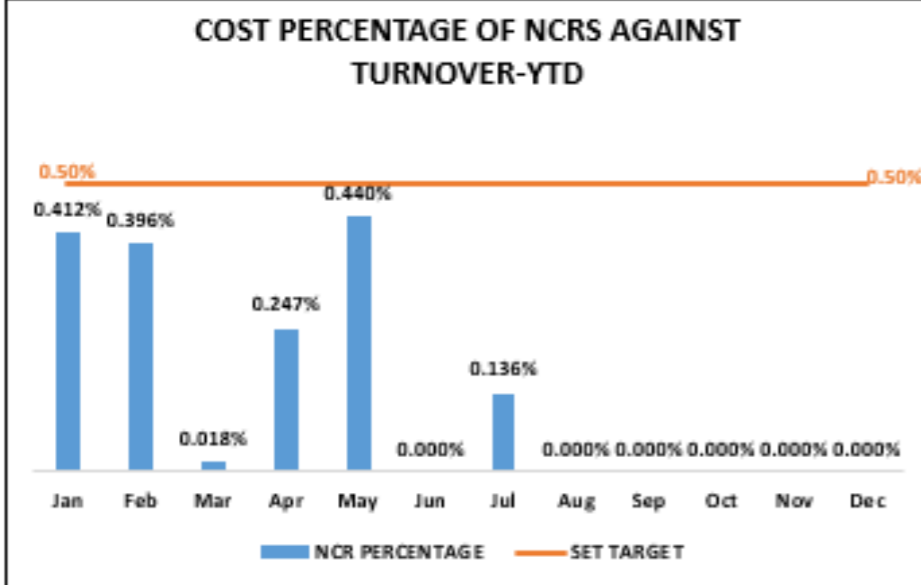
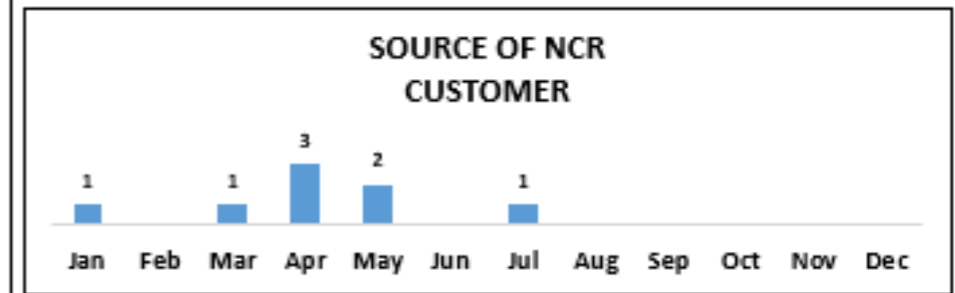
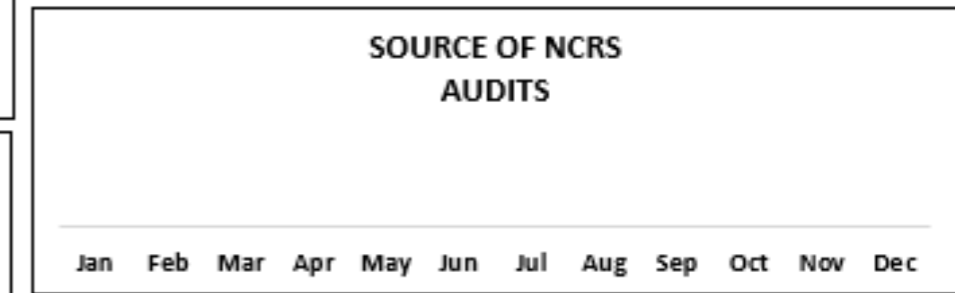
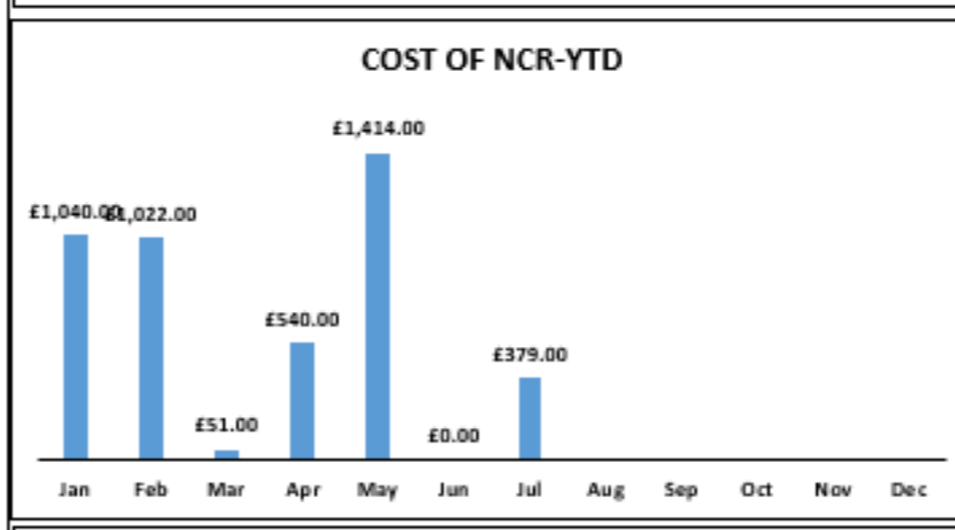
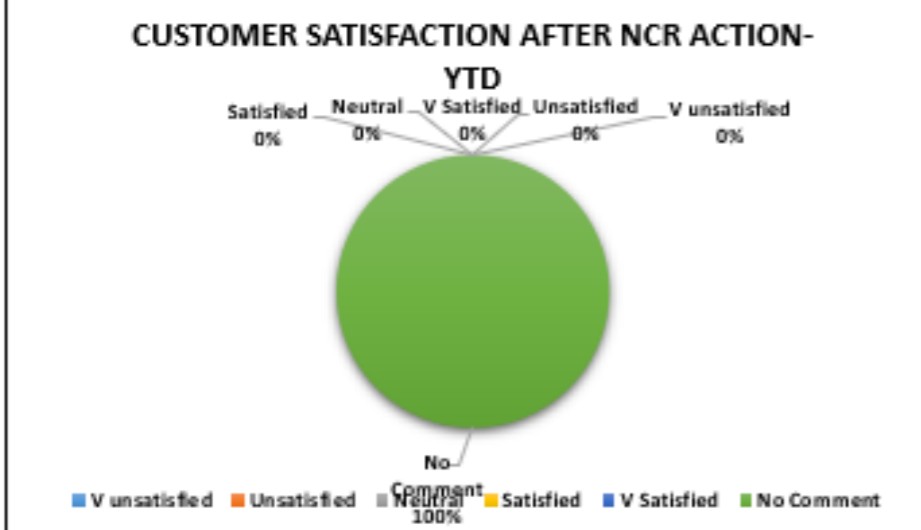
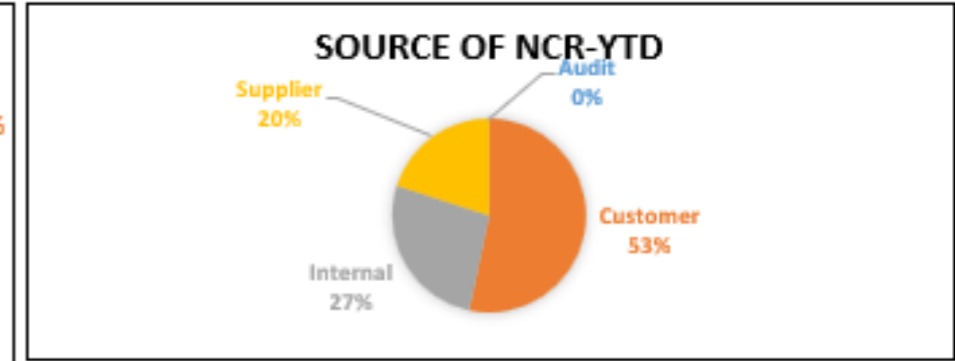
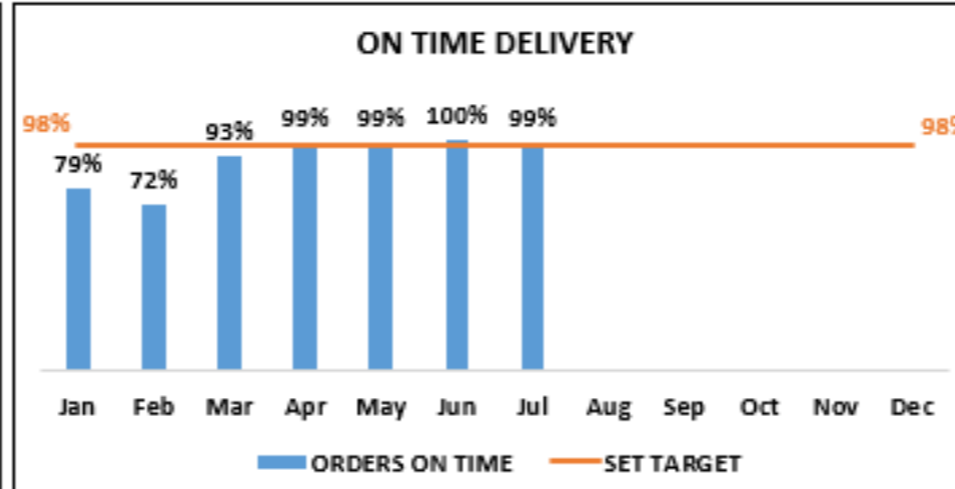
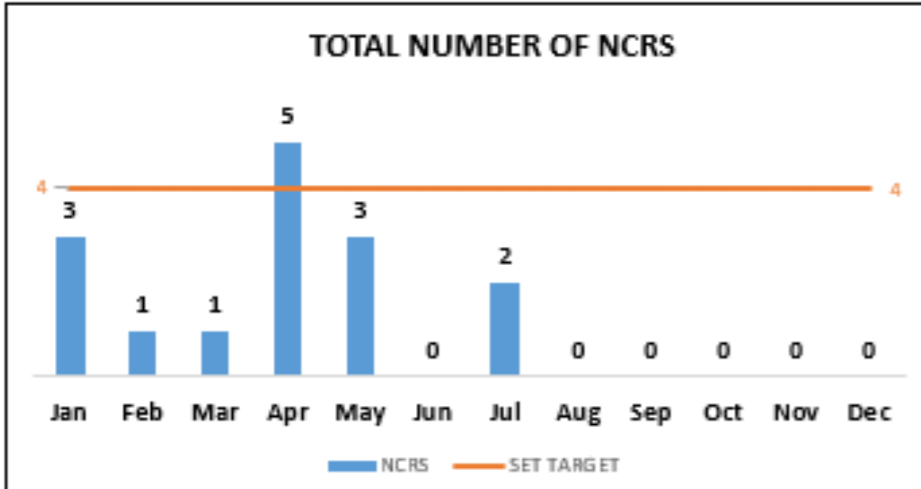


Closure time (Days)	0
Target Closure	28



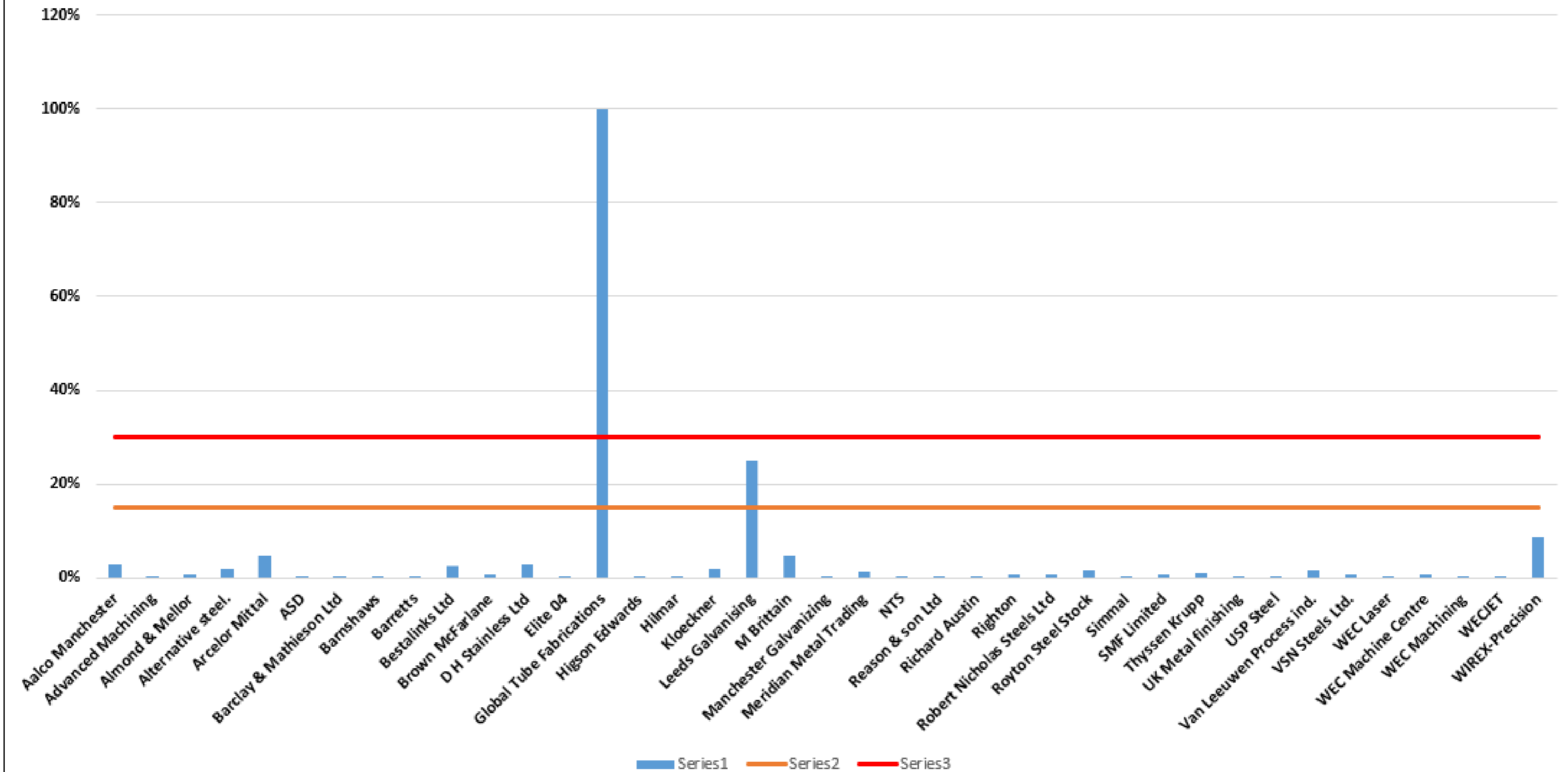


Closure time (Days)	25
Target Closure	28



Closure time (Days)	15
Target Closure	28

### PERCENTAGE OF NCRS AGAINST PURCHASES (LINE ITEMS ONLY)



#### 2024 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.