



FY 2009 Quality Metrics Trending

| | Internal PPM | External PPM | Cost of Poor Quality | Rework Hours |
|--------------------|------------------------|--------------|-------------------------|------------------------|
| 2010 Goal | Less Than 2000 | Zero | Less Than 1.65% | Less Than 2.4% |
| Fiscal 2009 | 3,664 | 59 | 2.58% | 3.68% |
| Fiscal 2008 | 1938 (Goal 2500) | 36 | 1.67% (Goal < 1.65%) | 2.58% (Goal < 2.0%) |
| Fiscal 2007 | 2,515 (Goal 6300) | 187 | 1.69% (Goal < 2%) | 2.05% (Goal < 2.3%) |
| Fiscal 2006 | 6,379 (Goal < 6400) | 1,339 | 2.53% (Goal < 2.0%) | 4.25% (Goal < 2.3%) |

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