

QUALITY		QUALITY SYSTEM	 T-Axel Inc
LEVEL 1: DOCUMENT #:		<u>QMS-003</u>	
TITLE:	QUALITY OBJECTIVES		Date: Jun 20, 2025
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Objective	Target	Method to Achieve	Resources Needed	Responsible Party	Frequency	Eval. Method
Customer Discovered Nonconforming Product/ Escapes	0	Ensure that all products pass final inspection prior to being released.	Time, Adequate Calibration	Production	Quarterly	# Customer Discovered Nonconformance
On-Time Delivery	>95%	Proper production planning, controls and supplier management	Production Planning and controls Supplier Management	Production Purchasing	Quarterly	# of orders shipped per agreed upon promise date
Internal NCRs	<20	Ensure that all products pass first article and in-process inspection prior to moving to next step.	Time	Production, Quality Control	Quarterly	Products failed by Quality Control during final inspection.
Internal Audit Major Findings	<5	Employee training to ensure proper skills and competencies.	Time, Material, Training	Managers	Annual	Upon completion of the internal audit, findings will be categorized as Major, Minor or Observation.
Customer Complaints	≤ 2	Ensure that we capture customer requirements upon taking orders and good communication with customers throughout. Customer complaint rate defined as nonconformance or direct complaints about service, product, etc. per number of deliveries	Email, phone, time	Sales	Quarter	Via email, customer NCR