

**TOP GLOVE, TOP QUALITY, TOP EFFICIENCY,
GOOD HEALTH, SAFETY FIRST & BE HONEST
QA DEPARTMENT (F9)**

PRODUCT QUALITY RATING (JANUARY)

PREPARED BY: HAMIZAH BT MOHD YUSOF (QA/MARKETING CHEMIST)

OBJECTIVES:

- 1) TO GAUGE THE PRODUCT PERFORMANCE AND CONSISTENCY OF SAME PRODUCT / FEATURE / WEIGHT PRODUCED BY DIFFERENT FACTORY.
- 2) TO SERVE AS GUIDANCE AND REFERENCE FOR MARKETER TO ALLOCATE ORDER TO THE CORRECT FACTORY AND SOLELY BASED ON PRODUCT PERFORMANCE. THIS WILL ENSURE CORRECT PRODUCT QUALITY IS RECOMMENDED / ALLOCATED TO THE CORRECT CUSTOMER AS PER CUSTOMER REQUIREMENT.

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QA DEPARTMENT (F9)

PRODUCT QUALITY RATING (JANUARY)

Type of Glove			LATEX EXAMINATION POWDERED			
			LPS – ABW56			
No	Criteria	Performance Index (PI)	Factory & Rating			Remarks
			F10	F12	F14	
1	Product Evaluation (every 3 months)	Meeting international and in house standard				F12: Samples were not able to meet thickness at fingertip & failed donning / tearing test F14: Samples were not able to meet thickness at fingertip & failed donning / tearing test
		a) Physical Dimension	5 ☆	3 ☆	3 ☆	
		b) Donning & Tearing	90%	75%	75%	
		c) Stickiness				
		d) Tensile				
		e) Powder Amount				
	f) Protein Content					
2	Monthly AQL Achievement	Meeting AQL 1.5 target	5 ☆ 91%	5 ☆ 92.9%	5 ☆ 97.2%	N/A
3	Visual Defect	Producing good visual and good quality gloves	0 ☆ > 25 DPC	0 ☆ > 25 DPC	0 ☆ > 25 DPC	Average DPC from CRD & MV
4	Preshipment Passing Rate	Meeting target of passing rate	5 ☆ 93.0%	5 ☆ 97.0%	5 ☆ 93.2%	
5	Glove Weight Compliance	Meeting in house standard glove weight	5 ☆ 93.4%	5 ☆ 93.4%	5 ☆ 96.9%	
PRODUCT QUALITY RATING (BASED ON CRITERIA 1 TO 5)			3 ☆ 73.4%	3 ☆ 71.6%	3 ☆ 73.5%	
6	Complaint	Meeting zero quality complaint (July 2010 until January 2011)	5 ☆ 100%	5 ☆ 100%	5 ☆ 100%	N/A
7	Claim	Meeting zero claim	5 ☆ 100%	5 ☆ 100%	5 ☆ 100%	
PRODUCT QUALITY RATING (BASED ON CRITERIA 1 TO 7)			4 ☆ 81.1%	4 ☆ 80%	4 ☆ 81%	
8	Return Container/ Goods	Meeting zero return container and goods	5 ☆ 100%	5 ☆ 100%	5 ☆ 100%	
PRODUCT QUALITY RATING (BASED ON CRITERIA 1 TO 8)			4 ☆ 83.4%	4 ☆ 82.3%	4 ☆ 83.4%	

Legend:	5 ☆ 90% - 100%
	4 ☆ 80% - 89%
	3 ☆ 70% - 79%
	2 ☆ 60% - 69%
	1 ☆ 50% - 59%

Data Duration: 1st January - 31st January 2011

Prepared by:
Hamizah Mohd Yusof
QA/Marketing Chemist

Verified by:
Pn. Akilah Saidin
QA Deputy General Manager

[Signature]
3/3/11

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PRODUCT QUALITY RATING (JANUARY)

LATEX EXAMINATION POWDERED				
No	Criteria	Performance Index (PI)	(LPS) – ENW60	
			Factory & Rating	Remarks
			F4	
1	Product Evaluation (every 3 months)	Meeting international and in house standard a) Physical Dimension b) Donning & Tearing c) Stickiness d) Tensile e) Powder Amount f) Protein Content	1 ☆ 55%	Samples did not meet required length measurement, donning / tearing & tensile test
2	Monthly AQL Achievement	Meeting AQL 1.5 target	3 ☆ 76.8%	N/A
3	Visual Defect	Producing good visual and good quality gloves	0 ☆ > 25 DPC	Average DPC from CRD & MV
4	Preshipment Passing Rate	Meeting target of passing rate	5 ☆ 97.4%	N/A
5	Glove Weight Compliance	Meeting in house standard glove weight	2 ☆ 60.3%	Only 60% of samples were within glove weight standard
6	Complaint	Meeting zero quality complaint	1 ☆ 57.9%	N/A
			5 ☆ 100%	
7	Claim	Meeting zero claim	5 ☆ 100%	
8	Return Container/ Goods	Meeting zero return container and goods	3 ☆ 70%	
			5 ☆ 100%	
			3 ☆ 73.7%	

Legend:
5 ☆ 90% - 100%
4 ☆ 80% - 89%
3 ☆ 70% - 79%
2 ☆ 60% - 69%
1 ☆ 50% - 59%

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PRODUCT QUALITY RATING (JANUARY)

Type of Glove		LATEX EXAMINATION POWDERED			
		(LPS) – USAW60		(LPS) – USAW62	
No	Criteria	Performance Index (PI)		Factory & Rating	Remarks
		F3	F4	F3	
1	Product Evaluation (every 3 months)	Meeting international and in house standard a) Physical Dimension b) Donning & Tearing c) Stickiness d) Tensile e) Powder Amount f) Protein Content	Not Available	Not Available	Samples were not available for product evaluation
2	Monthly AQL Achievement	Meeting AQL 1.5 target	3 ☆ 79%	5 ☆ 91.5%	N/A
3	Visual Defect	Producing good visual and good quality gloves	0 ☆ > 25 DPC	0 ☆ > 25 DPC	Average DPC from CRD & MV
4	Preshipment Passing Rate	Meeting target of passing rate	5 ☆ 95.3%	5 ☆ 100%	N/A
5	Glove Weight Compliance	Meeting in house standard glove weight	5 ☆ 97.3%	3 ☆ 70%	F3: Only 70% of samples were within glove weight standard
PRODUCT QUALITY RATING (BASED ON CRITERIA 2 TO 5)		2 ☆ 67.8%	2 ☆ 66%	2 ☆ 65.9%	N/A
6	Complaint	Meeting zero quality complaint (July 2010 until January 2011)	5 ☆ 100%	5 ☆ 100%	
7	Claim	Meeting zero claim	5 ☆ 100%	5 ☆ 100%	
PRODUCT QUALITY RATING (BASED ON CRITERIA 2 TO 7)		3 ☆ 78.6%	3 ☆ 76.9%	3 ☆ 77.2%	
8	Return Container/ Goods	Meeting zero return container and goods	5 ☆ 100%	5 ☆ 100%	N/A
PRODUCT QUALITY RATING (BASED ON CRITERIA 2 TO 8)		4 ☆ 82%	4 ☆ 80%	4 ☆ 80.5%	

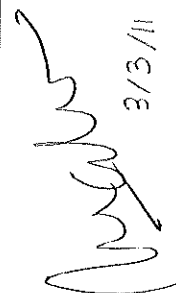
Legend:

- 5 ☆ 90% - 100%
- 4 ☆ 80% - 89%
- 3 ☆ 70% - 79%
- 2 ☆ 60% - 69%
- 1 ☆ 50% - 59%

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PRODUCT QUALITY RATING (JANUARY)

Type of Glove			LATEX EXAMINATION POWDERED (LPS) – USEWTT60								Remarks
No	Criteria	Performance Index (PI)	Factory & Rating								
			F3	F4	F10	F12	F13	F14			
1	Product Evaluation (every 3 months)	Meeting international and in house standard a) Physical Dimension b) Donning & Tearing c) Stickiness d) Tensile e) Powder Amount f) Protein Content	4 ☆	2 ☆	2 ☆	5 ☆	2 ☆	5 ☆	F4: Samples failed donning / tearing & stickiness test. F10: Samples failed donning / tearing & stickiness test. F13: Samples did not meet thickness at fingertip, failed donning / tearing & protein test		
			80%	60%	60%	100%	65%	100%			
2	Monthly AQL Achievement	Meeting AQL 1.5 target	4 ☆ 83.9%	4 ☆ 80.9%	5 ☆ 91.4%	5 ☆ 90.3%	3 ☆ 75.7%	4 ☆ 83.1%	N/A		
3	Visual Defect	Producing good visual and good quality gloves	0 ☆ > 25 DPC	0 ☆ > 25 DPC	0 ☆ > 25 DPC	0 ☆ > 25 DPC	0 ☆ > 25 DPC	0 ☆ > 25 DPC	Average DPC from CRD & MV		
4	Preshipment Passing Rate	Meeting target of passing rate	5 ☆ 92.6%	5 ☆ 96.3%	5 ☆ 93%	5 ☆ 94.5%	5 ☆ 100%	5 ☆ 97.1%	N/A		
5	Glove Weight Compliance	Meeting in house standard glove weight	5 ☆ 91.3%	2 ☆ 63.9%	4 ☆ 88.5%	4 ☆ 84.6%	5 ☆ 94.5%	5 ☆ 99.6%	F4: Only 63.9% of samples were within glove weight standard		
6	Complaint	Meeting zero quality complaint	3 ☆ 70%	2 ☆ 60.2%	2 ☆ 67%	3 ☆ 73.9%	2 ☆ 67%	3 ☆ 76%	N/A		
7	Claim	Meeting zero claim	4 ☆ 89%	4 ☆ 89%	5 ☆ 100%	5 ☆ 100%	5 ☆ 100%	5 ☆ 100%			
8	Return Container/ Goods	Meeting zero return container and goods	3 ☆ 76.7%	3 ☆ 70.0%	3 ☆ 76.1%	4 ☆ 81.3%	4 ☆ 76.5%	4 ☆ 82.8%			
			5 ☆ 100%	5 ☆ 100%	5 ☆ 100%	5 ☆ 100%	5 ☆ 100%	5 ☆ 100%			
	PRODUCT QUALITY RATING (BASED ON CRITERIA 1 TO 8)		4 ☆ 80.0%	3 ☆ 73.8%	3 ☆ 79.1%	4 ☆ 83.7%	3 ☆ 79.4%	4 ☆ 85%			

Legend:

5 ☆	90% - 100%
4 ☆	80% - 89%
3 ☆	70% - 79%
2 ☆	60% - 69%
1 ☆	50% - 59%

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PRODUCT QUALITY RATING (JANUARY)

Type of Glove		LATEX ONLINE CHLORINATED POWDER FREE			
No	Criteria	Performance Index (PI)	(PFS) - USAW64	Factory & Rating F9	Remarks
1	Product Evaluation (every 3 months)	Meeting international and in house standard a) Physical Dimension b) Donning & Tearing c) Stickiness d) Tensile e) Powder Amount f) Protein Content	3 ☆ 70%	Not Available	Samples were not available for product evaluation
2	Monthly AQL Achievement	Meeting AQL 1.5 target	4 ☆ 82.5%	3 ☆ 70.7%	N/A
3	Visual Defect	Producing good visual and good quality gloves	0 ☆ > 25 DPC	0 ☆ > 25 DPC	Average DPC from CRD & MV
4	Preshipment Passing Rate	Meeting target of passing rate	4 ☆ 82.1%	5 ☆ 100%	
5	Glove Weight Compliance	Meeting in house standard glove weight	4 ☆ 82.3%	4 ☆ 82.3%	
PRODUCT QUALITY RATING (BASED ON CRITERIA 1 TO 5)			2 ☆ 63.4%	2 ☆ 63.3%	
6	Complaint	Meeting zero quality complaint (July 2010 until January 2011)	5 ☆ 100%	5 ☆ 100%	
7	Claim	Meeting zero claim	5 ☆ 100%	5 ☆ 100%	
PRODUCT QUALITY RATING (BASED ON CRITERIA 1 TO 7)			3 ☆ 73.8%	3 ☆ 75.5%	
8	Return Container/ Goods	Meeting zero return container and goods	5 ☆ 100%	5 ☆ 100%	
PRODUCT QUALITY RATING (BASED ON CRITERIA 1 TO 8)			3 ☆ 77%	3 ☆ 79%	

Legend:

5 ☆	90% - 100%
4 ☆	80% - 89%
3 ☆	70% - 79%
2 ☆	60% - 69%
1 ☆	50% - 59%

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PRODUCT QUALITY RATING (JANUARY)

Type of Glove		LATEX ONLINE CHLORINATED POWDER FREE					
No	Criteria	Performance Index (PI)	(PFT) - USAW64		(PFT) - USEWTT64		Remarks
			F9	F11	F9	F11	
1	Product Evaluation (every 3 months)	Meeting International and In house standard					
		a) Physical Dimension	5 ☆	Not Available		1 ☆	F9: Samples were not available for product evaluation F11: Samples failed tensile and donning / tearing test, & failed to meet width measurement
		b) Donning & Tearing	90%		Not Available	55%	
		c) Stickiness					
		d) Tensile					
e) Powder Amount							
2	Monthly AQL Achievement	Meeting AQL 1.5 target	5 ☆ 91.8%	4 ☆ 87.3%	4 ☆ 84.5%	4 ☆ 83.5%	N/A
3	Visual Defect	Producing good visual and good quality gloves	0 ☆ > 25 DPC	2 ☆ 60%	0 ☆ > 25 DPC	1 ☆ 52%	Average DPC from CRD & MV
4	Preshipment Passing Rate	Meeting target of passing rate	5 ☆ 98.2%	4 ☆ 80%	5 ☆ 100%	4 ☆ 81%	
5	Glove Weight Compliance	Meeting in house standard glove weight	4 ☆ 89.5%	4 ☆ 82%	4 ☆ 89.5%	4 ☆ 82%	
PRODUCT QUALITY RATING (BASED ON CRITERIA 1 TO 5)			3 ☆ 73.9%	3 ☆ 77.3%	2 ☆ 68.5%	3 ☆ 70.7%	
6	Complaint	Meeting zero quality complaint (July 2010 until January 2011)	5 ☆ 100%	5 ☆ 100%	5 ☆ 100%	1 ☆ 46%	
7	Claim	Meeting zero claim	5 ☆ 100%	5 ☆ 100%	5 ☆ 100%	5 ☆ 100%	N/A
PRODUCT QUALITY RATING (BASED ON CRITERIA 1 TO 7)			4 ☆ 81.3%	4 ☆ 84.8%	3 ☆ 79%	3 ☆ 71.4%	
8	Return Container/ Goods	Meeting zero return container and goods	5 ☆ 100%	5 ☆ 100%	5 ☆ 100%	5 ☆ 100%	
PRODUCT QUALITY RATING (BASED ON CRITERIA 1 TO 8)			4 ☆ 83.7%	4 ☆ 87%	4 ☆ 82%	3 ☆ 74.9%	

Legend:

5 ☆ 90% - 100%
4 ☆ 80% - 89%
3 ☆ 70% - 79%
2 ☆ 60% - 69%
1 ☆ 50% - 59%

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LATEX POLYMER POWDER FREE					
No	Criteria	Performance Index (PI)	(PPFT) - USAW62		(PPFT) - USEWTT62
			Factory & Rating F4	Remarks	Factory & Rating F4
1	Product Evaluation (every 3 months)	Meeting international and in house standard a) Physical Dimension b) Donning & Tearing c) Stickiness d) Tensile e) Powder Amount f) Protein Content	3 ☆ 70%	Samples failed protein & tensile test	Not Available Samples were not available for product evaluation
2	Monthly AQL Achievement	Meeting AQL 1.5 target	4 ☆ 82.7%	N/A	N/A
3	Visual Defect	Producing good visual and good quality gloves	0 ☆ > 25 DPC	Average DPC from CRD & MV	Average DPC from CRD & MV
4	Preshipment Passing Rate	Meeting target of passing rate	5 ☆ 90.9%		
5	Glove Weight Compliance	Meeting in house standard glove weight	4 ☆ 82.6%		
PRODUCT QUALITY RATING (BASED ON CRITERIA 1 TO 5)			2 ☆ 65.2%	N/A	
6	Complaint	Meeting zero quality complaint (July 2010 until January 2011)	5 ☆ 100%		
7	Claim	Meeting zero claim	5 ☆ 100%		
PRODUCT QUALITY RATING (BASED ON CRITERIA 1 TO 7)			3 ☆ 75%		
8	Return Container/ Goods	Meeting zero return container and goods	5 ☆ 100%		
PRODUCT QUALITY RATING (BASED ON CRITERIA 1 TO 8)			3 ☆ 78.3%	N/A	
			4 ☆ 80%		
			5 ☆ 100%		
			5 ☆ 100%		
			5 ☆ 100%		

Legend:	
5 ☆	90% - 100%
4 ☆	80% - 89%
3 ☆	70% - 79%
2 ☆	60% - 69%
1 ☆	50% - 59%

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PRODUCT QUALITY RATING (JANUARY)

Type of Glove		NITRILE ONLINE CHLORINATED POWDER FREE					
No	Criteria	Performance Index (PI)	NPFFT - ENHW60		NPFT - USAW50		Remarks
			Factory & Rating	Remarks	Factory & Rating	Remarks	
			F2A (BLUE)		F2A (BLACK)	F11 (BLUE)	
1	Product Evaluation (every 3 months)	Meeting International and In house standard a) Physical Dimension b) Donning & Tearing c) Stickiness d) Tensile e) Powder Amount	1 ☆ 30%	Samples failed width measurement (size M), not able to meet thickness at fingertip, failed donning / tearing & tensile test & sticky	Not Available	Not Available	Samples were not available for product evaluation
2	Monthly AQL Achievement	Meeting AQL 1.5 target	4 ☆ 85.1%	N/A	3 ☆ 75%	4 ☆ 85%	N/A
3	Visual Defect	Producing good visual and good quality gloves	0 > 25 DPC	Average DPC from CRD & MV	> 25 DPC	0 > 25 DPC	Average DPC from CRD & MV
4	Preshipment Passing Rate	Meeting target of passing rate	Not Available	No FG for shipment yet	4 ☆ 86.8%	3 ☆ 75.7%	
5	Glove Weight Compliance	Meeting In house standard glove weight	3 ☆ 74%		2 ☆ 62.4%	5 ☆ 91.7%	
PRODUCT QUALITY RATING (BASED ON CRITERIA 1 TO 5)			1 ☆ 47.3%		1 ☆ 56%	2 ☆ 63.1%	
6	Complaint	Meeting zero quality complaint (July 2010 until January 2011)	5 ☆ 100%		5 ☆ 100%	4 ☆ 89%	
7	Claim	Meeting zero claim	5 ☆ 100%		5 ☆ 100%	5 ☆ 100%	N/A
PRODUCT QUALITY RATING (BASED ON CRITERIA 1 TO 7)			2 ☆ 64.8%		3 ☆ 70.7%	3 ☆ 73.6%	
8	Return Container/ Goods	Meeting zero return container and goods	5 ☆ 100%		5 ☆ 100%	5 ☆ 100%	
PRODUCT QUALITY RATING (BASED ON CRITERIA 1 TO 8)			3 ☆ 70%		3 ☆ 74.9%	3 ☆ 77.3%	

Legend:
5 ☆ 90% - 100%
4 ☆ 80% - 89%
3 ☆ 70% - 79%
2 ☆ 60% - 69%
1 ☆ 50% - 59%

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Type of Glove		NITRILE POWDERED		NITRILE ONLINE CHLORINATED POWDER FREE						
No	Criteria	Performance Index (PI)	NPWFT - ENLW40		NPFET - ENLW40					
			Factory & Rating		Factory & Rating					
			F3 (BLUE)	Remarks	F2 (BLUE)	F9 (BLUE)	F11 (BLUE)	F11 (WHITE)	F11 (PURPLE)	Remarks
1	Product Evaluation (every 3 months)	Meeting International and In house standard a) Physical Dimension b) Donning & Tearing c) Stickiness d) Tensile e) Powder Amount	<div>3 ☆ 75%</div>	Samples were not able to meet thickness at fingertip & failed donning / tearing test	<div>3 ☆ 75%</div>	Not Available	4 ☆ 80%	Not Available	Not Available	F3: Samples were not able to meet thickness at fingertip & failed tensile test F11 (white & purple): Samples were not available for product evaluation
2	Monthly AQL Achievement	Meeting AQL 1.5 target	5 ☆ 98.8%	N/A	4 ☆ 86.4%	4 ☆ 82.4%	4 ☆ 88.5%	5 ☆ 96.3%	4 ☆ 82.2%	N/A
3	Visual Defect	Producing good visual and good quality gloves	> 25 DPC	Average DPC from CRD & MV	0	0	0	> 25 DPC	0	Average DPC from CRD & MV
4	Prashipment Passing Rate	Meeting target of passing rate	Not Available	No FG for shipment yet	5 ☆ 97.7%	5 ☆ 97.7%	3 ☆ 78.7%	5 ☆ 100%	> 25 DPC	No FG for shipment yet
5	Glove Weight Compliance	Meeting in house standard glove weight	5 ☆ 98.2%		5 ☆ 95.7%	5 ☆ 90.2%	5 ☆ 93.5%	3 ☆ 74.9%	3 ☆ 79.1%	
6	Complaint	Meeting zero quality complaint (July 2010 until January 2011)	2 ☆ 67%		4 ☆ 88.7%	2 ☆ 67.6%	2 ☆ 68.1%	2 ☆ 67.8%	1 ☆ 53.8%	
7	Claim	Meeting zero claim	5 ☆ 100%		4 ☆ 89%	5 ☆ 100%	5 ☆ 100%	5 ☆ 100%	5 ☆ 100%	
8	Return Container/ Goods	Meeting zero return container and goods	3 ☆ 78%	N/A	5 ☆ 100%	5 ☆ 100%	5 ☆ 100%	5 ☆ 100%	5 ☆ 100%	N/A
PRODUCT QUALITY RATING (BASED ON CRITERIA 1 TO 8)			4 ☆ 81.2%		4 ☆ 80.5%	4 ☆ 81.5%	4 ☆ 80.0%	4 ☆ 81.6%	3 ☆ 76.9%	

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Legend:
5 ☆ 90% - 100%
4 ☆ 80% - 89%
3 ☆ 70% - 79%
2 ☆ 60% - 69%
1 ☆ 50% - 59%

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