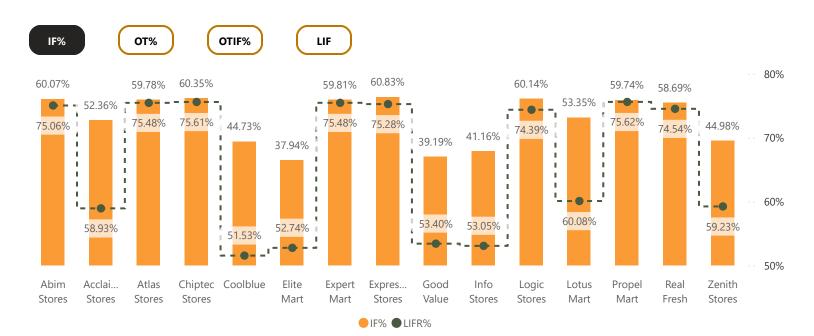
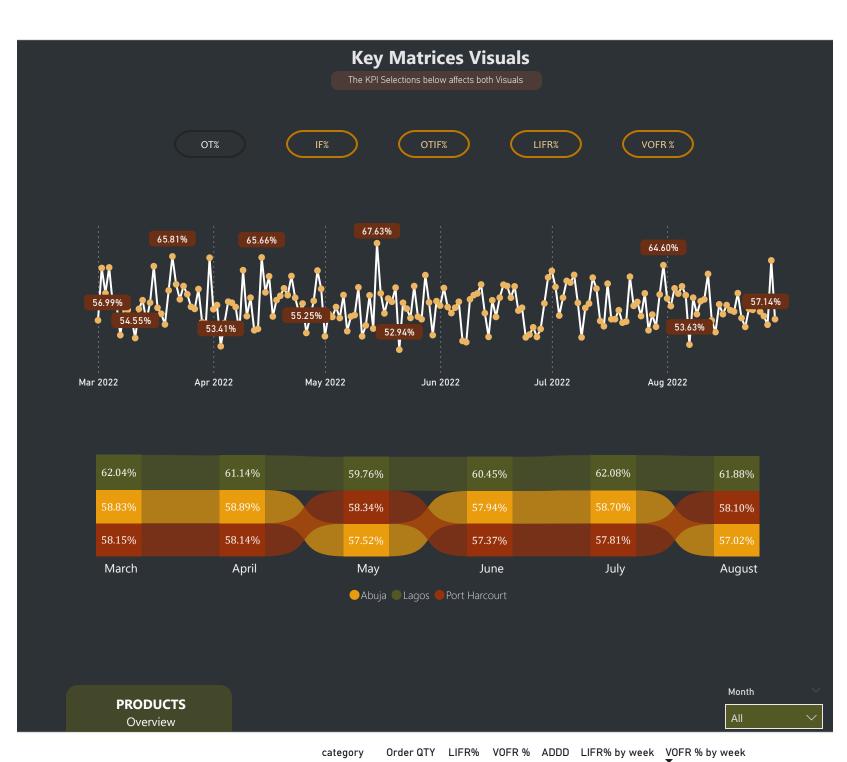
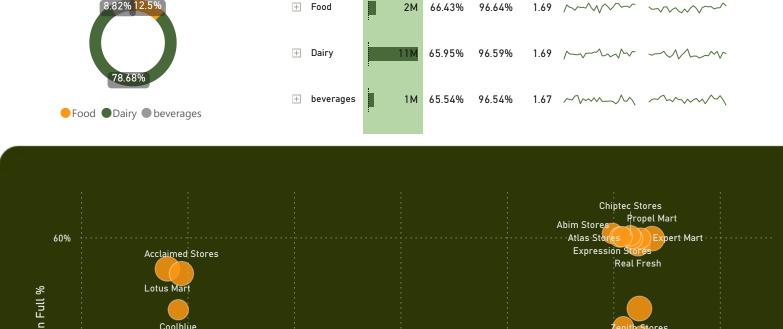


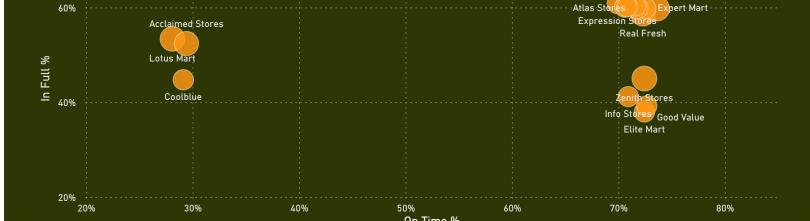
SERVICE LEVEL

Analysis









On Time %

Findings

- All key performance metrics (OT%, IF%, OTIF%) remain significantly below the target levels.
 No noticeable improvements have been observed in any of the key metrics over the past few
- No noticeable improvements have been observed in any of the key metrics over the past few months.
 There is a substantial gap in **IF%** for most customers, raising concerns about performance consistency.
- There is a substantial gap in IF% for most customers, raising concerns about performers.
 A possible contributing factor to the gap in IF% is reduced production capacity.
- Marginal improvements in IF% and OTIF% were noted in May 2022 and August 2022 compared to prior months; however, these metrics still fall well below the target levels.