

Quality Report — 05/31/2019

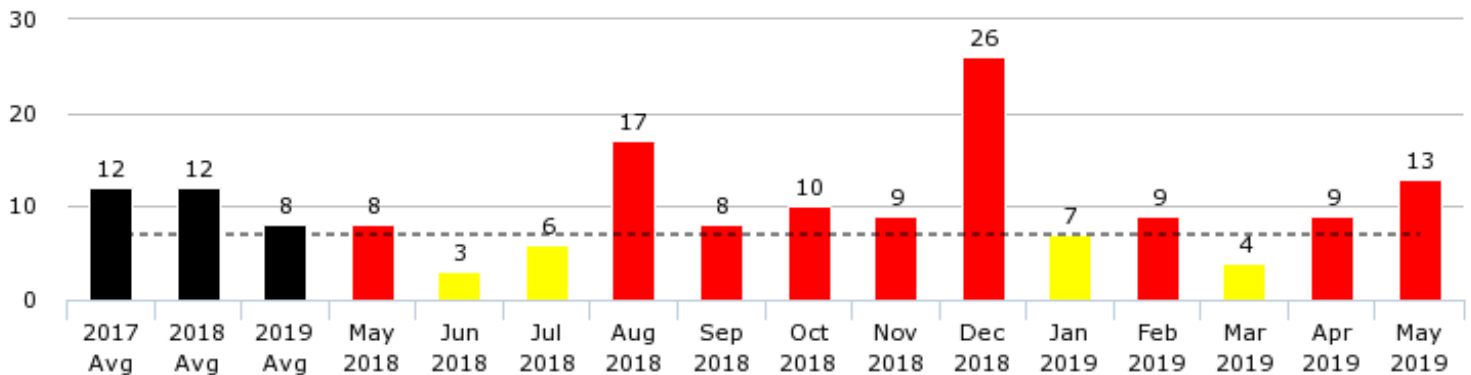
Teams included:
Angels (Days)

Principle: Assure quality at the source

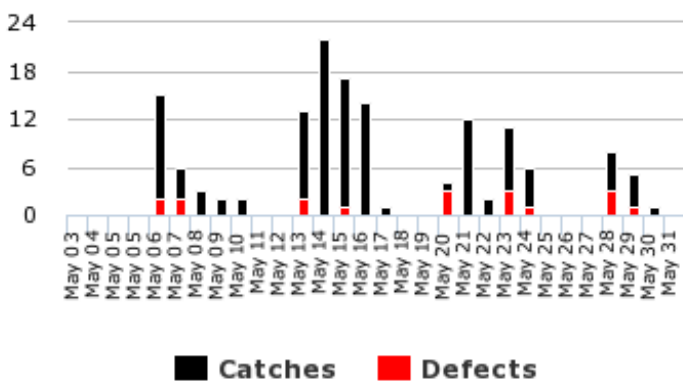
Practice: We do not pass on defective product

	Past 04/01/2019	Current Performance		Target 09/30/2019
		MTD - May	6 Month Avg	
Returns:	10	13	11	< 7
Defects & Returns per million:		9,434	10,394	

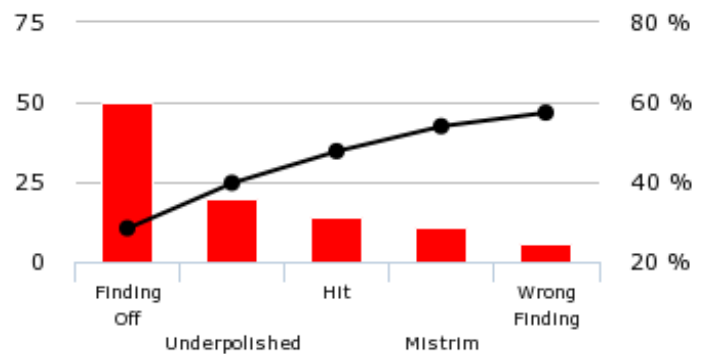
Internal & External Customer Returns (Monthly Avg.)



Number of Catches & Defects (Daily)



Problem Pareto for All Issue Types (30 Day)



Quality Issue Detail — Cost of Quality for 05/31/2019: \$17.52

2017— \$30,140.24

2018— \$19,386.00

Last 12 Months— \$26,170.16

Highlighted or * = Needs Follow Up

Type	ID	Team	Process	Problem	Part	Description	Qty	Explanation	Issue Date
Internal Customer Return	896630	Angels (Days)	Polishing	Underpolished	304000	10 Karat Yellow	1	under polished	05/31/2019

Gemba Audits for 05/31/2019

Result	Audit Title	Notes	Auditor
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