

## Operational Key Performance Indicators Objectives

### Customer Performance

KPI - OTD Customers:	> 98%
KPI - Component compliance shipped to customer:	100%
KPI – RMAs:	None
KPI – Customer claims:	<1.5%
KPI – Dumping deliveries:	< 3%

### Supplier Performance

KPI - OTD Components suppliers:	>96%
KPI - Component suppliers' compliance:	>98%
KPI – Testing Laboratories' compliance:	100%
KPI – Forwarders' compliance:	>98%

## Quality Policy, Counterfeit, & Sub-Standard Components Prevention

### Isotrading golden standard is:

- Zero customer RMA,
- Purchase active components only from reliable and qualified suppliers (when possible, from the manufacturers' official distribution network),
- Purchase passive components only from the manufacturers' official distribution network,
- Enforce our risk mitigation strategy with our qualified and certified testing laboratories, allowing release of only compliant components,
- In case of any persisting doubt, decide with the customer in total transparency,
- Respect the applicable laws, regulations and directives.