

Appendix J Objectives and Target of Quality & Safety Group

No.	Key performance indicators	Target	Formula	Category				Scope			Quality Objectives	Remark
				Quality	Safety & Env.	Efficiency	Non productive cost	Kaizen	Quality	SHE		
1	% of completion of kaizen award summary and announcement as monthly & yearly	100%	# times of kaizen award and announcement every monthly and yearly	✓				★			Motivation up for Kaizen Award	Summary # applications planned from each group for FY2010 (For 2009 was 69 applications)
2	% of summary report NC items sent to CB not over 30 days.	100%	$\frac{\text{no. of completed and submit for ISO NC report within 30 days} \times 100}{\text{Total ISO NC report}}$	✓					★	★	Increase Kaizen speed and no delay as timely manner	Monitor from NC items report
3	Result NC with no "Major" from external auditor	0	Check on result confidential audit report for each module	✓					★	★	Increase both internal & external customer's trust and satisfaction	
4	Monthly working group meeting	100%	$\frac{\text{no. of actual monthly meeting conducted} \times 100}{12 \text{ months}}$	✓					★	★	Increase the performance each working group and share the information to achieve a target of KPI etc	
5	On time conducting SM meeting every 6 months	100%	Every 6 month SM conducting during Oct'10 and Mar'11 as planned	✓					★	★	Not delay and conducting SM meeting as plan	
6	% complete for KPIs report monthly to SM	100%	$\frac{\text{no. of actual KPIs reports sent out} \times 100}{12 \text{ months}}$	✓				★	★	★	Increase the efficient work and not delay as timely manner.	
7	% complete for summary Accident analysis and report to SM	100%	$\frac{\text{no. of actual summary accident report sent out} \times 100}{12 \text{ months}}$	✓						★	Increase the efficient work and not delay as timely manner.	
8	% complete self auditing by quarterly ISO & OHSAS	100%	$\frac{\text{no. of actual audit to sites as planned} \times 100}{\text{Total no. of site as audit planned}}$	✓					★	★	Increase the quality each site	
9	On time conducting External re-auditing by CB	100%	Every 6 month re-auditing by CB during Jun'10 and Nov'10 as cycle planned	✓					★	★	Not delay and conducting re-auditing by CB as plan	
10	% complete for conduct training courses as define planned	100%	$\frac{\text{no. of completed courses have conducted} \times 100}{\text{Total no. of courses as defined plan}}$	✓					★	★	Conduct training as plan	Refer to yearly training plan for ISO & OHSAS