

Annex A (Annex to SQC KPI Form)

For Manufacturing companies, please provide a 1-2 page write-up on:

1. What are the innovations and manufacturing practices in the Singapore operations that have contributed to its success?
2. How does your company plan to continue to innovate and sustain its competitiveness in Singapore? What are your company's plans in Singapore for the next 3 - 5 years?

For Manufacturing companies, please include the following indicators:

1. Customer satisfaction (e.g. on-time-delivery, quality, response to complaints) under *Section 1.1 Customer Satisfaction and Retention*.
2. Internal quality performance under *Section 1.2 Product and Service Quality Performance*.
3. Employee morale (e.g. absenteeism or employee retention/attrition) under *Section 3.3 Employee Satisfaction*.
4. Health and safety performance (e.g. lost work-days trend or accident trend) under *Section 3.3 Employee Satisfaction*.
5. Production volume under *Section 4.1 Operation Performance*.
6. Equipment and labour efficiency under *Section 4.1 Operation Performance*.
7. Working capital (e.g. inventory) under *Section 4.1 Operation Performance*.