

## Quarterly Data

Date	On Time Delivery	Customer Satisfaction Rating	Percent of Lots Returned	Percent of Parts Returned
1st QTR 2018	66.62%	81.00%	0.45%	1.00%
2nd QTR 2018	67.68%	84.00%	0.16%	0.48%
3rd QTR 2018	84.23%	90.00%	0.00%	0.00%
4th QTR 2018	80.15%	94.00%	0.00%	0.00%
1st QTR 2019	64.24%	86.00%	0.32%	0.02%
2nd QTR 2019	66.96%	93.00%	0.00%	0.00%
3rd QTR 2019	67.19%	82.00%	0.21%	0.06%