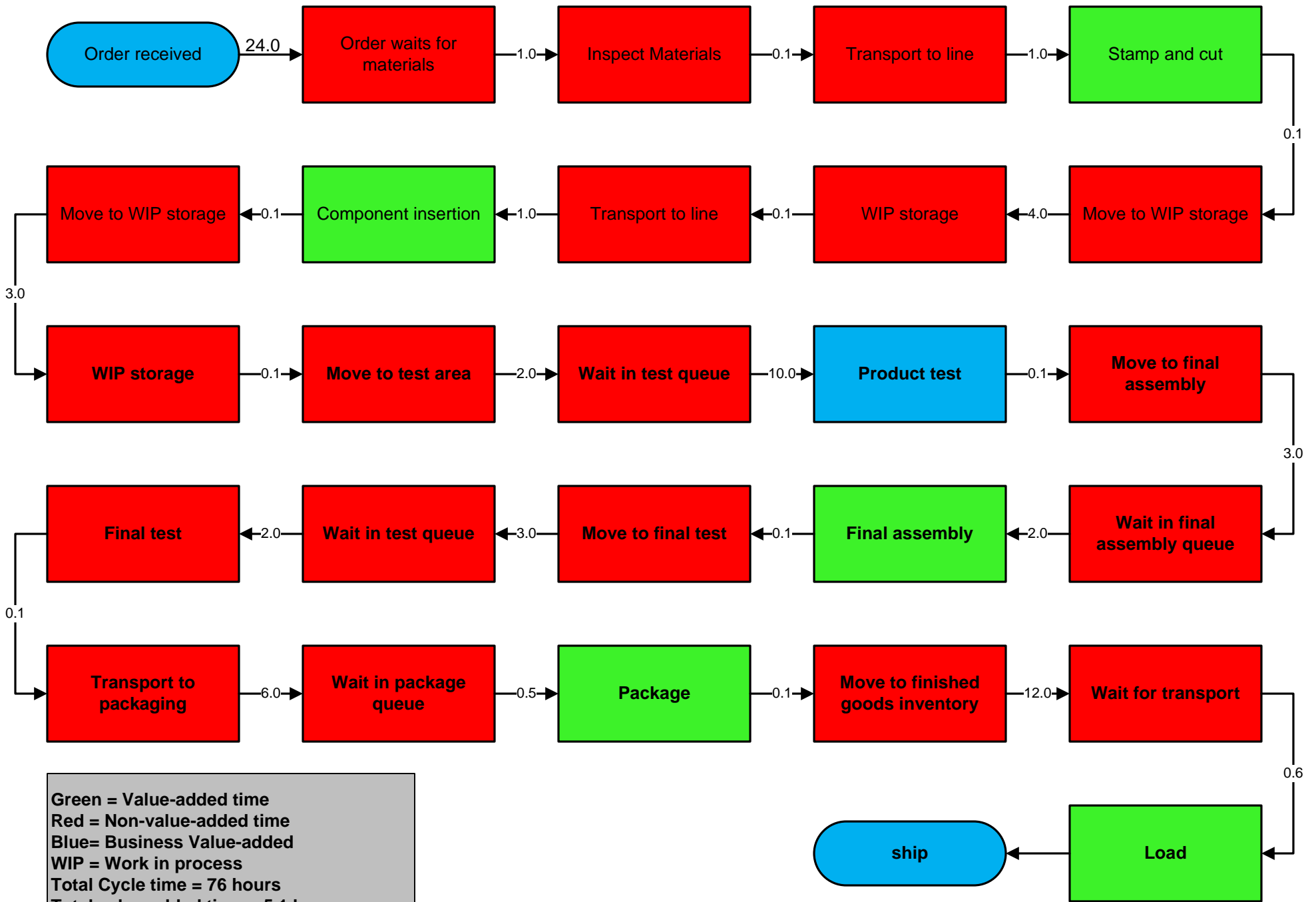


ORDER FULFILLMENT PROCESS

QAI



Green = Value-added time
 Red = Non-value-added time
 Blue = Business Value-added
 WIP = Work in process
 Total Cycle time = 76 hours
 Total value-added time = 5.1 hours