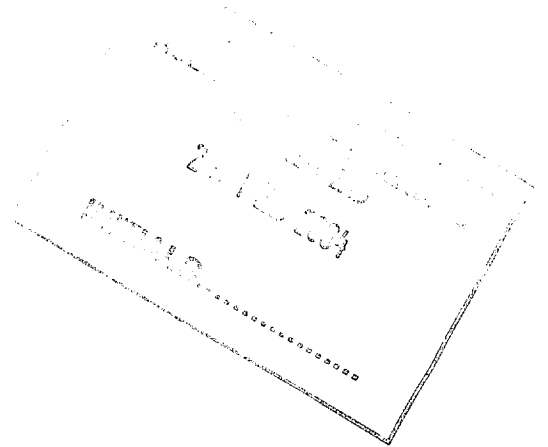


# Appendix 1

Key Performance Indicators

Calibration Certificate



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# STI COLLECTION SCHEDULE

Week 8: 16 February 2004

Key: ■ = Denotes hospital missed ■ = Denotes unscheduled / extra hospital collection

Rota No:	MONDAY					TUESDAY					WEDNESDAY					THURSDAY					FRIDAY					SATURDAY									
	Customer	Bins Planned	Bins Actual	Bins Remaining	Defects by Location	Customer	Bins Planned	Bins Actual	Bins Remaining	Defects by Location	Customer	Bins Planned	Bins Actual	Bins Remaining	Defects by Location	Customer	Bins Planned	Bins Actual	Bins Remaining	Defects by Location	Customer	Bins Planned	Bins Actual	Bins Remaining	Defects by Location	Customer	Bins Planned	Bins Actual	Bins Remaining	Defects by Location					
Sean 1	BEAUMOUNT	23				BEAUMOUNT	23				BEAUMOUNT	23				CASTLEBAR	40				GALWAY (Collect 1st)	32													
	VINCENTS	17				VINCENTS	17				VINCENTS	17				Castlebar Cyto	2				MERLIN PK	Balance													
	ST JAMES & LAB (8:30am)	33				ST JAMES & LAB (8:30am)	33				ST JAMES & LAB (8:30am)	33																							
	MATER (12:00pm)	23				MATER (12:00pm)	22				MATER (12:00pm)	22																							
Mick 2	DROGHEDA	22				LETTERKENNY	35				BEAUMOUNT	23																							
	DROGHEDA CYTO	2			COLLECT	LETTERKENNY CYTO	2				ST JAMES & LAB (8:30am)	33																							
	DUNDALK	12									MATER (12:00pm)	23																							
	DUNDALK CYTO				COLLECT						Mater Cyto	2																							
Robbie 3						CAVAN	18				UCHG GALWAY	32				DROGHEDA	25				BEAUMOUNT	20									BEAUMOUNT	20			
						CAVAN CYTO	2				MERLIN	2				DROGHEDA CYTO	2				ST VINCENTS	22									ST VINCENTS	16			
						NAVAN	17				UCHG GALWAY CYTO	10				GAVAN	15				JAMES (8:30)	24									JAMES (8:30)	24			
						NAVAN CYTO															JCMH	12									JCMH	12			
Mark 4	GALWAY (Collect 1st)	40									SLIGO	40				BEAUMOUNT	23				LETTERKENNY	20													
	GALWAY CYTO	2									ST JOHNS	week 8				VINCENTS	17				SLIGO	20													
											PHONE IN					ST JAMES & LAB (8:30am)	33																		
											ST PATRICKS	Do not collect				MATER (12:00pm)	23																		
Martin 5	ROTUNDA	11				CLAYMON LAB	4				MANORHAMILTON	On request				JCMH	8																		
	COOMBE	11									Sligo (cyto)	2				JCMH Cyto	2																		
	HUME ST	1			Collect																														
	HOLLES ST	12																																	
Patsy 6	ST COLMCILLES	9				Baldoye	WEEK 8				ACS	5				DUBLIN DENTAL (6:45)	9			COLLECT	ROTUNDA	11													
	ST MICHAEL D/L	5				DUBLIN DENTAL (6:45)	4	THURSDAY			ROTUNDA	11				EYE & EAR	4				COOMBE	11													
	ST MICHAELS CYTO	3				NAAS	6				CRUMLIN	8				VIN PRIVATE	3				COOMBE	11													
	BLACKROCK	5				PEAMOUNT	5				CRUMLIN CYTO	2				BLACK ROCK	3				BTSB	13													

cyto  
bold = critical every week  
regular = every 2nd week will do  
red = absolutely critical no. 1 priority - 3 cages

Day	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Week Summary
Hospitals Planned	24	26	31	24	20	5	130
Hospitals Collected	0	0	0	0	0	0	0
Hospitals Missed	0	0	0	0	0	0	0
% Hit Rate	100%	100%	100%	100%	100%	100%	100%
Target	100%	100%	100%	100%	100%	100%	100%
Bins Planned	297	256	291	283	280	95	1502
Bins Collected	0	0	0	0	0	0	0
% Attainment	0%	0%	0%	0%	0%	0%	0%
Potential Upside:	0	0	0	0	0	0	0
% Potential Upside:	0%	0%	0%	0%	0%	0%	0%
Target	100%	100%	100%	100%	100%	100%	100%

STI COLLECTION SCHEDULE

Week 6: 2 February 2004

44 bin 18 bin 12 bin

Key: [Red] = Denotes hospital missed

[Green] = Denotes unscheduled / extra hospital collection

DRIVERS Rota No: MONDAY. MARK 1. BEAUMOUNT, VINCENTS, ST JAMES & LAB (8.30am), MATER (12:00pm), JCMH.

TUESDAY. BEAUMOUNT, VIN GENERAL, ST JAMES & LAB (8.30am), MATER (12:00pm), JCMH.

WEDNESDAY. SLIGO, ST JOHNS, PHONE IN, ST PATRICKS, EVERY 2ND WEEK, MANORHAMILTON, Sligo (cyto).

THURSDAY. CASTLEBAR, Castlebar Cyto.

FRIDAY. GALWAY (Collect 1st), MERLIN PK.

SATURDAY.

MICHAEL 2. DROGHEDA, DROGHEDA CYTO, DUNDALK, DUNDALK CYTO, MONAGHAN.

LETTERKENNY, LETTERKENNY CYTO.

BEAUMOUNT, ST JAMES & LAB (8:30am), MATER (12:00pm), Mater Cyto, JCMH, JCMH CYTO, ST VINCENTS.

BEAUMOUNT, VINCENTS, ST JAMES & LAB (8:30am), MATER (12:00pm), JCMH, JCMH Cyto.

LETTERKENNY, SLIGO.

MARTIN 3. ROTUNDA, COOMBE, HUME ST CYTO, HOLLES ST, EYE & EAR, CRUMLIN (Before 12:00), ROTUNDA CYTO.

CLAYMON LAB, BLACKROCK, VIN PRIVATE, CRUMLIN CYTO, LUKES, LUKES CYTO, CRUMLIN.

ACS, ROTUNDA, BLACKROCK, CRUMLIN, CRUMLIN CYTO, VIRUS REF. (New Key), MOUNTJOY (3 SITES), HOLLES ST, HOLLES St. Cyto, BTSS, Cloverhill.

DUBLIN DENTAL (6.45), EYE & EAR, VIN PRIVATE, BLACK ROCK, NMRC, ST MICHAEL DL, ST MICHAEL DL Cyto, BALDOYLE, NORTH BROOK.

ROTUNDA, EYE & EAR, HOLLES ST, CRUMLIN, NAAS.

PATSY 4. SI COLMCILLES, ST MICHAEL DL, ST MICHAELS CYTO, BLACKROCK, VINCENTS PRI, ROYAL D'brook, TEMPLE ST, TEMPLE ST CYTO, BTSS.

Baldoye, DUBLIN DENTAL (6.45), NAAS, PEAMOUNT, HOSPICE, CITY MORTUARY, ST JOSEPHS (BRING C1), ST FRANCIS', ORTHOPAEDIC CTARF, ST VINCENT FAIRVIEW, Holy Ange! Chaptd, Vincent Neven Rd.

COOMBE, ROTUNDA, TEMPLE ST CYTO, BLACKROCK, ST COLMCILLES, BROCK CYTO, JAMES Lab CYTO, James Lab CYTO, VIN PUB CYTO, B'FONT CYTO, VIN PRIVATE, VINCENTS PRIV CYTO, ST COLM CYTO.

MULLINGAR, MULLINGAR CYTO, Crumlin, Cherryporchard.

BLACKROCK, VIN PRIVATE, COOMBE, BTSS, JAMES LAB, ROYAL DBRK, COLMCILLES.

SEAN 5. GALWAY (Collect 1st), GALWAY CYTO.

Cavan, CAVAN CYTO, NAVAN, NAVAN CYTO.

UCHG GALWAY, MERLIN, MERLIN PK.

DROGHEDA, DROGHEDA CYTO, CAVAN.

VINCENTS, BEAUMOUNT, ST JAMES'S MAIN (8.30), JCMH, MATER (12:00pm).

BEAUMOUNT, ST VINCENTS, JAMES (8:30), JCMH, MATER (12:00pm).

ROBBIE 6. SKIP.

SKIP.

SKIP.

SKIP.

SKIP.

Monday summary: Hospitals Planned 26, Hospitals Collected 26, % Hit Rate 100%.

Tuesday summary: Hospitals Planned 24, Hospitals Collected 24, % Hit Rate 100%.

Wednesday summary: Hospitals Planned 25, Hospitals Collected 25, % Hit Rate 100%.

Thursday summary: Hospitals Planned 18, Hospitals Collected 18, % Hit Rate 94%.

Friday summary: Hospitals Planned 19, Hospitals Collected 19, % Hit Rate 100%.

Saturday summary: Hospitals Planned 5, Hospitals Collected 5, % Hit Rate 100%.

Week Summary: Hospitals Planned 117, Hospitals Collected 118, % Hit Rate 99%.

Bins Planned 299, Bins Collected 286, % Attainment 96%.

Bins Planned 251, Bins Collected 238, % Attainment 95%.

Bins Planned 303, Bins Collected 253, % Attainment 83%.

Bins Planned 225, Bins Collected 206, % Attainment 92%.

Bins Planned 250, Bins Collected 206, % Attainment 82%.

Bins Planned 95, Bins Collected 81, % Attainment 85%.

Bins Planned 1423, Bins Collected 1315, % Attainment 92%.

cyto bold = critical every week regular = every 2nd week will do red = absolutely critical no. 1 priority - 3 cages

## Certificate of Conformance

Customer Name: <u>Stark Tech.</u>	Attention: <u>STORE</u>
Address: <u>Western Ind. Est -</u>	Location/Plant No:
<u>Noos Rd</u>	Engineer: <u>Jonath Blake</u> Date: <u>8/1/04</u>
<u>Dublin</u>	

Equipment Under Test	Capacity: <u>1000kg</u>
Make/Model: <u>LD5204</u>	Inc Size (e): <u>0.2kg</u>
Serial No: <u>11830</u>	Divisions (d): <u>5000</u>
Test Equipment	Certification: <u>M03537B</u>
Type: <u>Weights</u>	

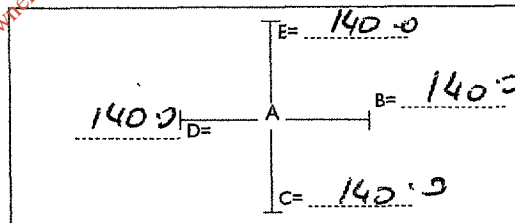
### Zero Balance and Repeatability:

- (1) - Zero balance scales.
- (2) - Place test weight of at least 30% capacity at weighplate and note reading.
- (3) - Remove test weight and note zero return reading.
- (4) - Repeat steps 2-3 three times.

Readings	Test Wt	Zero Return
1st:	<u>320.0</u>	<u>0.0</u>
2nd:	<u>320.0</u>	<u>0.0</u>
3rd:	<u>320.0</u>	<u>0.0</u>

### Uniformity Test:

- (1) - Zero balance scales.
- (2) - Place test weight of at least 30% capacity at Centre weighplate and note reading on plan.
- (3) - Remove test weight and moving clockwise, re-apply the test weight at each corner of the weighplate, noting the corresponding readings on plan.



Test Weight: 140 Centre (A) = 140.0 Max Deviation: nil

### Linearity

- (1) - Zero balance scales.
- (2) - Incrementally apply test weights of 25%, 50%, 75% and 100% of capacity.
- (3) - Note reading and test weight at each increment.

Test Weight	Reading	Difference
<u>60</u>	<u>60.0</u>	<u>nil</u>
<u>140</u>	<u>140.0</u>	<u>nil</u>
<u>200</u>	<u>200.0</u>	<u>nil</u>
<u>320</u>	<u>320.0</u>	<u>nil</u>

### Calibration

- (1) - Zero balance scales.
- (2) - Apply test weights equivalent to manufacturers calibration specification.
- (3) - Adjust calibration if necessary.
- (4) - Remove test weights and check for zero return.
- (5) - Repeat steps 2-5 until stable zero balance and repeatability are achieved.

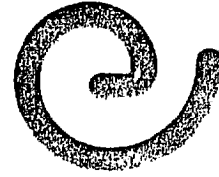
Test Weight	Reading	Difference
<u>60</u>	<u>60.0</u>	<u>nil</u>
<u>140</u>	<u>140.0</u>	<u>nil</u>
<u>200</u>	<u>200.0</u>	<u>nil</u>
<u>320</u>	<u>320.0</u>	<u>nil</u>

Notes / Observations: \_\_\_\_\_

Tel: 01 824 0400 Fax: 01 824 0401 Email: info@riteweigh.ie



# CERTIFICATE OF CALIBRATION



**ENTERPRISE  
IRELAND**

Glasnevin Dublin 9  
Ireland

SUED BY NATIONAL METROLOGY LABORATORY

CLIENT:

Riteweight Limited  
Dunshaughlin Industrial Estate  
Dunshaughlin  
Co.Meath

Certificate No.: M02197-2

File No.: 32214H

Job No.: 130634

Order No.: 4671

Attention: Brendan Carroll

Date Recd: 19/4/02

Description: 9 x Castiron Weight Set

Serial No.: (NML 871 ) ( NML 249 )

Client I.D. N/A

NML Standards: Set of OIML Class F1 Mass Standards

Serial No.: 73342/ 73343

NML Procedure No. M-6/Issue1.Rev.0 and M-12/issue1/Rev. 0

Method: The weights being calibrated were compared with weights of a higher accuracy OIML Class, the results are listed in the column headed "Measured value" in the enclosed table. The measured value is the conventional mass, as defined in the International Organisation for Legal Metrology, International Recommendation No. 33 resulting from weighings in air, i.e. the mass of a hypothetical weight of density  $8000\text{kg/m}^3$ , which at  $20^\circ\text{C}$  and in air of density  $1.2\text{kg/m}^3$ , would balance the weight being calibrated.

Calibration Date: 7/5/02

Date of Issue: 9/5/02

Calibration By:

Approved By:

Bernard Arkins

Paul Hetherington

Client work - Terms and Conditions - See overleaf

Page 1 of 2

**Conditions**

**Standard Terms & Conditions for Calibration, Testing and Consultancy Assignments**

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6. Enterprise Ireland will not release any information received from or provided to the client in relation to this report except as may be required by law, including the Freedom of Information Act 1997, or as specified by the client.
7. This contract is governed by the laws of Ireland whose courts shall have exclusive jurisdiction.

I.D. No	Nominal	Measured Value		Measurement	OIML MI Class
	Value	Before Adj.	After Adj.	Uncertainty	Tolerance
	g	g	g	±mg	±mg
NML 871 / 1	20,000	20,000.890	20,000.657	200	1,000
NML 871 / 2	20,000	20,001.006	20,000.660	200	1,000
NML 871 / 3	20,000	20,000.940	20,000.660	200	1,000
NML 871 / 4	20,000	20,001.124	20,000.643	200	1,000
NML 871 / 5	20,000	20,000.190	20,000.655	200	1,000
NML 249 / 1	10,000	9,996.596	10,000.327	100	500
NML 249 / 2	5,000	5,000.270	5,000.196	50	250
NML 871 / 1	2,000	2,000.023	N/A	20	100
NML 871 / 2	1,000	1,000.012	N/A	10	50

Comments:

“o” indicates two or more weights of similar nominal value  
 “N/A” indicates that the weight was not adjusted.

All measurements made are traceable through standards maintained by the National Metrology Laboratory, Enterprise Ireland to National and International Standards.

The reported expanded uncertainty of measurement is stated as the standard uncertainty of measurement multiplied by the coverage factor  $k = 2$ , which for a normal distribution corresponds to a coverage probability of approx. 95%. The standard uncertainty of measurement has been determined in accordance with EA-4/02.