



Quality Management System

## QUALITY OBJECTIVES

1. To attain UKAS accredited certification to BS EN ISO 9001 by the second quarter of 2019.
2. To achieve a minimum 95% of 'on time' deliveries to customers during 2019.
3. To achieve less than 10% rejects / reworks during 2018/2019.
4. To achieve 95% customer satisfaction by the end of 2019.

Terry Hope

Managing Director

February 2019



## Quality Management System

Objective 1	To attain UKAS accredited certification to BS EN ISO 9001 by the second quarter of 2019.
What will be done	Develop and implement ISO 9001 management system
What resources will be required	External quality management consultant
Who will be responsible	Managing Director
When will it be completed	By December 2019
How will the results be evaluated	UKAS accredited certification
Objective 2	To achieve a minimum 95% of 'on time' deliveries to customers during 2019.
What will be done	Monitor deliveries, investigate failures, review relevant procedures if necessary.
What resources will be required	Production Manager
Who will be responsible	Managing Director
When will it be completed	By December 2019
How will the results be evaluated	KPI
Objective 3	To achieve less than 10% rejects / reworks during 2019.
What will be done	Monitor rejects and inspections, investigate failures, review relevant procedures if necessary.
What resources will be required	Production Manager
Who will be responsible	Managing Director
When will it be completed	By December 2019
How will the results be evaluated	KPI
Objective 4	To achieve 95% customer satisfaction by the end of 2019
What will be done	Monitoring procedure designed, implemented & data gathered
What resources will be required	Managing Director
Who will be responsible	Managing Director
When will it be completed	By December 2019
How will the results be evaluated	KPI