



Quality Management System

QUALITY OBJECTIVES

1. To improve and increase our Shop Floor Data Collection (SFDC).
2. To achieve a no more than 10% of 'late' deliveries to customers being attributed to SSM fault during 2022-23.
3. To achieve less than 7% internal rejects / reworks during 2022/23.
4. To achieve 90% customer satisfaction during 2022/23.

Terry Hope

Managing Director

February 2022



Quality Management System

Objective 1	To Improve and increase our SFDC.
What will be done	Investigate ways to improve the quality and quantity of data.
What resources will be required	Quality Manager, Managing Director
Who will be responsible	Managing Director
When will it be completed	By December 2022
How will the results be evaluated	Improved SFDC
Objective 2	To achieve a no more than 10% of 'late' deliveries to customers being attributed to SSM fault during 2022-23.
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 2023
How will the results be evaluated	KPI
Objective 3	To achieve less than 7% internal rejects / reworks during 2022/23.
What will be done	Monitor internal 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 2022
How will the results be evaluated	KPI
Objective 4	To achieve 90% customer satisfaction during 2022/2023.
What will be done	Monitoring procedure redesigned; implemented & data gathered
What resources will be required	Commercial Manager
Who will be responsible	Managing Director
When will it be completed	By December 2022
How will the results be evaluated	KPI