

Quality Objectives R01

No.	General			Objectives and Tragetes				Performance											
	Req.	Source	Goal	Account.	Objective	T	Freq.	Jan		Feb		Mar		Apr		May		Jun	
								A	V	A	V	A	V	A	V	A	V	A	V
1	Customer perception re: compliance with ISO 9001	Quality Policy	Maintain Certification	Jeff Goal, GM	Maintain Certificate (1=Y/0=N)	1	6 m	1	0										
				Mike Quin, Management Representative	Pass Registrar's audits with 0 major NCs	0	6 m	0	0										
2	Customer satisfaction	ISO 9001 2015 9.1.2	Delivery variance	Sandy Austin, Shipping	-1 business days	-1	1 m	-2	-1	-1	0	-2	-1	-2	-1	-1	0	-2	-1
				Larry McLean, Manufacturing	-2 business day	-2	1 m	-2	0	-1	1	-4	-2	-4	-2	-4	-2	-4	-2
				Mary Strong, Purchasing	-3 business day	-3	1 m	-1	2	-3	0	-2	1	-2	1	-2	1	-2	1
			Out-of-box failures	Richard Evans, Production	0 percent	0	1 m	3	3	1	1	0	0	2	2	0	0	1	1
			Customer complaints	Mike Quin, Management Rep.	0 complaints	0	1 m	2	2	1	1	3	3	2	2	1	1	0	0
			Customer retention	Jeff Goal, GM	95%	95	12 m	98	3										
			Competitive pricing	Susan Reed, Marketing	Avg comp price + < 10%	10	12 m	5	-5										
3	Effectiveness of the QMS	ISO 9001 2015 9.3.1	Management reviews on-time	Mike Quin, Management Representative	Planned date + 0	0	6 m	0	0										
			Internal audits on-time	Mike Quin, Management Representative	Planned date + 0	0	6 m	-1	-1										
				Sam Wood, Lead Auditor	Planned date - 3	-3	6 m	-5	-2										
			NC-CA closure	Mike Quin, Management Representative	Planned date + 0	0	6 m	-1	-1										
				c/o Make Quin, CAPA investigator	Planned date - 3	-3	6 m	-4	-1										