

# Quality Objectives

**A,**

**Objective:**

To work proactively with customers providing turnkey solutions.

**Method:**

Through meetings with customers and feedback from exhibitions/conferences.

**Measures:**

Data submitted monthly by the Account Managers to the Managing Director.

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**B,**

**Objective:**

To continually develop all our staff to maintain the core business skills in the delivery of our services and products.

**Method:**

Through identified and focused training. Including Investors in People Development reviews for all staff to enable a focussed approach.

**Measures:**

Individual training records held in the HR office and the skills matrix along with records of development reviews.

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**C,**

**Objective:**

To continuously improve product quality and maintain current monthly target of 95% pass rate for items going through final inspection.

**Method:**

Through a continual circle of improvement, updating build information and with faults being identified and shared with the assembler.

**Measures:**

Right first-time report submitted by the Quality Manager for review at the monthly Directors meeting and displayed on the production notice board.

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**D,**

**Objective:**

To continuously improve process efficiency throughout the production process.

**Method:**

Through careful management of the work process by the department managers ensuring good quality and timely completion of works orders.

**Measures:**

Reports for delivery on time and orders despatched within six weeks submitted by the Quality Manager for review at the quality management meeting.

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**E,**

**Objective:**

To Maintain the efficient supply of quality components from approved suppliers.

**Method:**

Through constant monitoring of supplier rejects and service.

**Measures:**

Reports for on time supplier deliveries and supplier rejects submitted by the Quality Manager for review at the monthly Directors meeting.

