



Momentum
Safety and Ergonomics

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QUALITY OBJECTIVES 2015

VERSION 1

DATE: 01/01/2018

OBJECTIVE	WHAT WILL WE BE MONITORING TO ENSURE WE ACHIEVE OBJECTIVE?	WHO?	REVIEW DATE	PROGRESS
Objective 1				
Fully understand the needs & expectations of our customers	<ol style="list-style-type: none"> 1. Site visits to major customers – ref: Quality Control Checks 2. Customer feedback via telephone calls – copies kept in Toolbox System 3. Needs / expectations of key accounts / customers via contract / tender preparation –as per Tender documentation 			
Objective 2				
Deliver services to our customers on time that meet or exceed the standards prescribed in relevant agreements or contracts.	<ol style="list-style-type: none"> 1. % of services delivered on time 2. No: of improvement notices from PCs 3. Analysis of Non-conformances (Issues) & Customer complaints 4. Milestones detailed in Tenders / Contracts 			
Objective 3				
To instil a culture of continuous improvement throughout the organisation by providing appropriate training and development of our employees	<ol style="list-style-type: none"> 1. Results of reviews of the Quality Objectives 2. No: of training events for quarter 3. No: of Toolbox meetings held 4. Number of Improvement Requests / employee suggestions taken up by management 			
Objective 4				
To ensure that our quality management system continues to meet the requirements of ISO9001:2015 and that we comply with the statutory / legal requirements for managing risks associated with workplace health & safety.	<ol style="list-style-type: none"> 1. Obtain & Maintain ISO9001 certification 2. No: of Issues raised for quarter 3. No: of outstanding Issues 4. No: of Issues “closed out” in period 5. No: of Lost Time Accidents 6. No: of Hazard Reports raised 			