

Document Title	Quality and Overall Objectives	Insert Company logo
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Objectives	Method	Resources required	Responsibility	Completion date	Evaluation of Result
Quality Objectives					
Achieve ISO 9001:2015 Certification.	Developing and implementing a Quality Management System.	Quality Management System	ISO Consultants. Management Representatives	Insert Date	ISO 9001:2015 Certification
Reduce Non-conformities by 5% after each internal audit	Remediate non-conformities after internal Audit	Quarterly Internal Audit review meeting, action plan on remediation	All Staff	Insert Date	Insert Date Provide result of objective
Human Resource Objectives					
Improve on Staff Training and Performance	Conduct training needs analysis during the performance appraisal process with each employee.	Skills / Training Matrix	Insert responsible person	Insert Date	Training Certificates and Registers
Finance Objectives					
All customer and supplier invoices to be issued within 30 days service rendering.	Eliminate redundant expenses.	ISO 9001:2015 certification	Insert responsible person	Insert Date	Financial Accounts