**M04 Planning to achieve Quality Objectives**

**1 Introduction**

The Organization has established several Quality Objectives for the coming year, details of which can be found in our management review documentation

This document details, amongst other things, the process we have gone through when establishing these objectives, how they will be monitored and how to evaluate results.

**2 Process to Establish**

**2.1** A quality objective shall be consistent with our Quality Policy (**M02 Quality Policy**) and will relate in whole or in part to our Organization or a particular department; details of how the objective will be measured will also be documented in **the minutes** as each measure may be specific rather than generic to the objective.

**2.2** The objective will take into account all applicable requirements, will be relevant to the conformity of the products and services we produce and will look to enhance customer satisfaction.

**2.3** Each objective will be monitored by our Directors at regular intervals.

**2.4** Information on each objective will be communicated throughout our Organization together with any available results. A final assessment will be communicated following the relevant Management Review meeting.

**2.5** Where it is deemed appropriate we will update an objective or its desired results to ensure that it remains relevant and effective to our requirements.

**2.6** Each objective will be measureable and detail the following information:

* What will be done
* What resources will be required to achieve our desired result
* Who will be responsible for ensuring our desired results are achieved
* When the objective has to be achieved
* How we plan to evaluate the results

**2.7** Results on how we performed will be discussed at our Management Review meeting.