

Objectives & Targets

Quality Objectives

Aim

To define the Organisation's process concerning quality objectives and quality planning and to reference specific procedures that apply to this subject.

Scope

All quality objectives and QMS planning established to ensure product compliance to both quality and contractual requirements.

Procedure

Quality objectives are established to support the Organisation's efforts in achieving the Quality Policy and reviewed for suitability.

Management shall ensure that quality objectives:

- include those needed to meet product requirements
- are established at relevant functions and levels
- are measurable; and
- are consistent with the Quality Policy

To this end, the Organisation quality objectives may fall into four main classifications:

Management Objectives: Management policy is established to identify the overall intentions and direction of the Organisation. Input for establishing management policy objectives shall include:

- Customer satisfaction surveys.
- Employee satisfaction surveys.
- Customer complaints.
- Health, safety and environmental issues.
- Productivity, inventory and cost analysis reports.
- Sales and marketing research; and
- Quality Management Reviews

Process Objectives: Processes are the system of activities which use resources to transform inputs into outputs. Input for establishing process quality objectives shall include:

- Process capability studies.
- Process designs and developments.
- Inspection, testing and examination of process results.
- Internal non-conformances.
- New technology and equipment.
- Health, safety and environmental issues.
- Productivity analysis reports; and
- Quality Management Reviews.

Product Objectives: Products are the result of the system of processes used. Inputs for establishing product quality objectives shall include:

- Product inspections and tests.
- Customer Satisfaction surveys.
- Customer complaints; and
- Product non-conformances and returns.

Quality System Objectives: The quality system is a set of interrelated and interactive processes that have been put in place to achieve customer satisfaction by meeting specified product requirement and by continually improving performance. Input for establishing quality system objectives shall include:

- Internal and external audit results.
- Health, safety and environmental issues.
- Costs of quality analysis.
- Revisions to quality standards.
- Changes to management policy.
- Customer satisfaction surveys.
- Corrective and preventive action; and
- Quality Management Reviews.

The methodology to be used and the personnel responsible for establishing and actioning quality objectives is defined throughout the Management System.

A summary of specific Quality Objectives and Targets is maintained within the Objectives Register.

Work Health & Safety Objectives

Aim

The aim of this procedure is to ensure that the Organisation establishes, implements and maintain documented WHS objectives and targets, at each relevant function and level within the organisation.

Scope

This procedure applies to all activities conducted by the Organisation

Responsibility

Task	Responsible Person
Establish WHS Objectives & Targets	Management
Develop & Implement plans to achieve WHS Objectives & Targets	Management System Coordinator
Enact plans to achieve WHS Objectives & Targets as identified	All Staff
Maintain documented information in support of WHS Objectives & Targets	Management System Coordinator
Review of WHS Objectives & Targets	Management Review

Method

In establishing and reviewing its objectives, DC Resourcing considers the following:

- The Work Health & Safety Policy
- its legal and other requirements,
- its hazards and risks,
- its technological options,
- its operational and business requirements, and
- the views of interested parties.

A summary of specific WHS Objectives and Targets is maintained within the Objectives Register.