

# Quality Objectives

This document details the Quality Objectives for the Organization for the coming year. Information regarding these objectives has been communicated to all interested parties and at all levels within our organization.

	Objective	Responsible for Achievement	How measured	Measured by Whom	Target KPI
1	Safe	Senior Management Team – J Rutter	Accidents & incidents throughout the organisation	J Rutter	Less than previous year
2	Environmentally - friendly	Senior Management Team	Accidents & incidents throughout the organisation	J Rutter	Less than previous year
3	Profitable	Senior Management Team – A Hickey	Company accounts	A Hickey	Profit end of March each year
4	High level of service to customers	Senior Management Team – M Proud	Customer satisfaction	M Proud	No dissatisfied customers
5	Maintain and expand customer base	Senior Management Team – A Hickey	Company accounts	A Hickey	Gain new customers

Details on how we plan to achieve each of these Objectives have been documented and can be found in **6. Planning**.

Signed:



Position: *Managing Director*

Review Date: *Jan 2021*