

# 6.2 Quality Objectives & Planning to Achieve Them

## Implementation Reference

Quality Objectives and Targets are made from...

- Data analysis of Non-conformance issues
- Customer Complaints
- Customer Satisfaction
- Managerial Review Meetings
- Annual External Audit
  - As of 2022 this has been switched from SGS to LRQA

## Spec Requirements

6.2.1 The organization shall establish quality objectives at relevant functions, levels and processes needed for the quality management system.

The quality objectives shall:

- a) be consistent with the quality policy;
- b) be measurable;
- c) take into account applicable requirements;
- d) be relevant to conformity of products and services and to enhancement of customer satisfaction;
- e) be monitored;
- f) be communicated;
- g) be updated as appropriate.

The organization shall maintain documented information on the quality objectives.

## 6.2.2 When planning how to achieve its quality objectives, the organization shall determine:

- a) what will be done;
- b) what resources will be required;
- c) who will be responsible;
- d) when it will be completed;
- e) how the results will be evaluated

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