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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