

[organization name]

Appendix 1 – Quality Objectives

The objectives listed below are top-level Quality Management System objectives; process and product objectives are listed in Annexes for Key Performance Indicators.

Objective	Process	Activity/Action	Responsibility	Timeline	Resources	Evidence of achieving objective
QMS Certification		<ul style="list-style-type: none">• Training• Implementation• Internal Audit	CEO, all employees	Timeline 2018	<ul style="list-style-type: none">• Personnel• Budget	certificate

[job title]

[first and last name]

[signature]

Commented [16A1]: If you want to find out more on how to establish quality objectives, see:

How to Write Good Quality Objectives
<http://advisera.com/9001academy/knowledgebase/how-to-write-good-quality-objectives/>

Commented [16A2]: This is one general example of quality objectives.

Commented [16A3]: Here are some examples:

1. Increase customer satisfaction score by 10% in 2018.
2. Reduce internal audit non-conformities by 50% in 2018.
3. Increase employee training hours by 20% in 2018.
4. Reduce process cycle time by 15% in 2018.

Commented [16A4]: Only necessary if document is in paper form.