

[organization name]

## Appendix 1 – Quality Objectives

The objectives listed [redacted] are listed in Matrix for Key Performance Indicators.

Objective	Process	Activity/Action	Responsibility	Deadline	Resources	Evidence of achieving objective
QMS Certification	[redacted]	<ul style="list-style-type: none"><li>Choosing certification body</li><li>Signing contract</li></ul>	[redacted]	October 2017	<ul style="list-style-type: none"><li>[redacted]</li><li>[redacted]</li></ul>	certificate

[job title]

[first and last name]

[redacted signature line]

[signature]

**Commented [AS91001]:** If you want to find out more on how to establish quality objectives, see this article from 9001Academy: [How to Write Good Quality Objectives](http://advisera.com/9001academy/knowledgebase/how-to-write-good-quality-objectives/)

**Commented [AS91002]:** This is one example of quality objectives.

**Commented [AS91003]:** Here are some examples:

- Reduce the number of customer complaints by 10% in 2017.
- Improve the on-time delivery rate to 95% by the end of the year.
- Reduce the scrap rate in the production process by 5%.
- Improve the customer satisfaction score from 4.5 to 4.8.
- Reduce the cycle time for new product development by 20%.
- Improve the employee safety record by reducing the number of lost time incidents by 10%.

**Commented [AS91004]:** Only necessary if document is in paper form.