

[organization name]

Quality Objectives and Realization Plan

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

Objective	Process	Identifying/Measuring	Responsibility	Timeline	Resources	Frequency of updating objectives
Reduce customer complaints by 10% in 2024	All processes	<ul style="list-style-type: none">Customer feedbackComplaint handlingService quality	Quality Manager	2024-01-01	<ul style="list-style-type: none">Customer service teamTraining	Quarterly
*						

[job title]

[first and last name]

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Commented [134851]: If you want to find out more about Quality Objectives, see:

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

Commented [134852]: This is one example of quality objectives.

Commented [134853]: Here are some examples:

Reduce customer complaints by 10% in 2024
Increase customer satisfaction score by 5% in 2024
Reduce process cycle time by 15% in 2024
Improve product quality by reducing defects by 20% in 2024
Reduce internal waste by 10% in 2024
Improve employee safety by reducing incidents by 5% in 2024

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