

[organization name]

Quality Objectives and Realization Plan

The objectives listed below are top-level Indicators.

Commented [13A1]: 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 [13A2]: You can find a template for this document in the ISO 13485 Documentation Toolkit folder "21_Management_Review".

Commented [13A3]: This is one example of quality objectives.

Commented [13A4]: Here are some examples:

Examples of quality objectives:

- Reduce the number of customer complaints by 10% in 2019.
- Improve the on-time delivery rate to 98% by the end of the year.
- Reduce the number of internal process failures by 15% in 2019.
- Improve the customer satisfaction score by 5 points in 2019.
- Reduce the number of non-conforming products by 20% in 2019.
- Improve the employee safety record by reducing the number of lost time incidents by 10% in 2019.
- Reduce the number of customer returns by 10% in 2019.
- Improve the product quality score by 5 points in 2019.
- Reduce the number of customer complaints by 10% in 2019.
- Improve the on-time delivery rate to 98% by the end of the year.

Commented [13A5]: Only necessary if document is in paper form.

Objective	Process	Measurement	Responsibility	Deadline	Review	Review of Progress
QMS Certification according to ISO 13485:2016	All processes	<ul style="list-style-type: none">		October 2019	<ul style="list-style-type: none">	

[job title]

[first and last name]

[signature]