

[organization name]

Appendix 1 – Quality Objectives

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	Activity/Action	Responsibility	Deadline	Resources	Evidence of achieving objective
QMS Certification	MS processes	<ul style="list-style-type: none">Choosing certification bodySigning contract	MS, all employees	October 2015	<ul style="list-style-type: none">EmployeesMoney	certificate

Comment [9A1]: 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/>

Comment [9A2]: This is one example of quality objectives.

Comment [9A3]:

- Number of customer complaints
- Number of customer complaints resolved
- Number of reclamations max. 1% compared to total number of deliveries;
- Accepted customer's requests compared to total number of customer's requests min. 95%
- (software, etc.)

[job title]

[first and last name]

[signature]

Comment [9A4]: Only necessary if document is in paper form.