

<div>M.G.</div> <div>CASTING SUPPLIERS, PATTERNMAKERS & ENGINEERING (PTY) LTD</div> <div>Reg. No. 2004/021152/07</div>	Document: QMS_5.4.1		
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QUALITY OBJECTIVES			
Originator:	Approved By:	Revision No:	Effective Date:
QMR	Johan Grobbelaar	0.1	November 2019
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1. OBJECTIVE

Establish quality objectives to measure the performance of service; processes; customer satisfaction; suppliers; use of resources; and the overall performance and effectiveness of the QMS.

2. SCOPE

Defines overall Quality, Health, Safety and Environmental Objectives for the Company.

3. ROLES AND RESPONSIBILITIES

EXCO shall ensure that quality objectives, including those needed to meet requirements for service are established at relevant functions and levels within the organization. The quality objectives shall be measurable and consistent with the quality policy. EXCO must provide the leadership, organization and resources to deploy and achieve planned quality objectives.

4. PROCEDURE

The following requirements should be met when setting quality objectives.

- 4.1. measure and analyze QMS processes,
- 4.2. set objectives for service, document it and monitor, measure and evaluate results to your planned objectives.

Quality objectives must be used to measure the performance of service; processes; customer satisfaction; supplier's selection; use of resources; and the overall performance and effectiveness of the QMS.

Examples of quality objectives:

- 4.3. Service; (reduction in defects, rework rates and improvement in on time delivery),
- 4.4. Process; focus on improving process productivity through the elimination or reduction of variation (inputs, outputs, conversion activity and related use of resources),
- 4.5. Productivity; (reduction of cycle time, errors, omissions and failures),
- 4.6. Customers; (reduction in # of complaints, improvement in customer satisfaction rating, on time delivery etc),
- 4.7. Suppliers; (material defects, on time delivery, number of complaints with supplier),
- 4.8. Resources; (includes facility, equipment, labor, etc. objectives could be established based on availability, capability, maintenance, personnel competency, absenteeism, production rates, efficiency and safety),
- 4.9. Customer satisfaction feedback; (internal audit results; number of improvement opportunities; etc.)

Employees must be made aware of the importance of and how they must contribute to the achievement of these objectives.

Quality objectives must be measurable. Measurement can be done quantitatively or qualitatively. Quantitative measures are generally more objective in determining whether conformity or effectiveness has been achieved. In some situations, the use of qualitative measurements may be appropriate. Objectives based on yes/no criteria, are also acceptable.

The quality objectives must be achieved within a defined time period to ensure accountability. This could be determined by customers, management or regulatory bodies. Business or quality planning process must establish these time periods and include the communication of objectives and timelines to those responsible for achieving them.

5. RECORDS

The original template is kept on the QMS server. The server is backed-up twice a week by the IT department and back-ups are kept for a minimum of one month. Records are controlled in accordance with Section 4.2.4 Control of Records.

6. ANNEXURE

[MGC SHE 5.05 A](#) Goals, Objectives & Targets

[MGC SHE 5.05](#) Targets & Objectives

7. REFERENCES

ISO 9001:2008 5.4.1 Quality Objectives

CMB 253

OHSAS 4.3.3 Objectives