1.0 PURPOSE

1.1 To document and establish the procedure for setting objectives/ targets and Management plans & programmes for various processes, departments, offices and demonstrate continual improvement.

2.0 SCOPE

2.1 This procedure is applicable to all the departments of Head office/Regional/Chapter offices of the organisation. Quality objectives, Management plans & programmes etc. undertaken by organisation, targeted to improve the performances of the processes/sections/depts.

3.0 DEFINITIONS:

Quality objective: Overall goal, consistent with the quality policy that an organisation sets itself to achieve.

4.0 REFERENCE

Clause 8.5.1 - ISO 9001:2008 - 8.5.1 Continual improvement.

5.0 RESPONSIBILITY

Formulation of Targets & Objectives: Management review committee
Review & Approval of Targets & objectives: do
Implementation & monitoring progress: HODs & Regional heads
Data collection, analysis, compilation of data: HoD(Quality)

6.0 PROCESS:

6.1 Setting Objectives & Targets

6.1.1 Taking into consideration of all / any of the followings the management of the organisation shall set quality objectives for the organisation in order to improve the performances in the related areas:
- Quality Policy of the organisation
- Business requirements
- Customer feedback
- Process performance data
- Benchmarked standard/data
- The organisation’s strategy
- Availability of resources
Organisation’s commitments to improve the process performance, prevent pollution etc.

Technical & operational feasibility

Financial & Economic feasibility

Concerns/views of the interested parties (Employees, Managing Committee, The Government & the members)

6.1.2 While framing the quality objectives / targets emphasis should be laid so that the objectives are Specific, Measurable, Achievable, Realistic & Time bound (SMART) and should be developed taking into consideration:

- the feasibility
- the availability of financial and manpower resources
- availability of the technological options
- Govt. guidelines etc.

5.2.3 While setting the targets emphasis shall be given on

- defining the responsibility
- the time by with the targets will be achieved
- performance indicators (where necessary)
- monitoring methodologies etc.

7.0 PROCESS FLOW
8.0 RECORDS
Record | Form No
---|---
Objective statement | 6.1
Reporting formats | --
Data Analysis | --

Document History sheet

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<thead>
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<th>Last Revision Date</th>
<th>Nature of Revision</th>
<th>Document Prepared by</th>
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<td>As per ISO 9001:2008 guidelines</td>
<td>DG, DDG(AK), DIR(IT &amp; NR)</td>
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## Quality Objectives & Targets (Year ____ )

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<th>Achievement Target p.c.</th>
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**Form CP 6.1**

**Date**

**Signature**