MANAGING QUALITY OBJECTIVES IN THE QMS JOURNEY

As per ISO 9001 - 2015
At the end of the class, please fill the training feedback form! (Yellow paper in your notebook)

Return the feedback form at the reception!
Learning Outcomes

• Introduction to
  • ISO 9001 2015
  • Quality Objectives Management

• Terms & Definitions

• Principles of QMS Objectives
  • What are objectives?
  • QMS Strategic Hierarchy
  • Syntax for a good objective
  • Examples
  • Linkage with Policy, Targets / KPIs and Programs

• Linkage to ISO 9001-2015

• Benefits & Success Factors

• Clarification / Discussion
ISO 9001 2015

• International Standard
• Applicable for any organization
• Fundamental system
• Auditable and certifiable standard
• Fundamental QMS Concepts
• Risk based approach
- Process
- System
- Management System
- Quality Management System
- Organization
- Customer or Client
- External Providers
- Evidence based / Objective
- PDCA Cycle
QMS Objectives

• High Level Goals
• To achieve the Policy and QMS effectiveness
• Qualitative
• Timeline : Optional
• Levels : Corporate / Functional/ Staff Levels
Benefits of QMS Objectives

• Sets direction
• Milestones of QMS Journey are defined
• Makes the QMS more structured and systematic
• Ease of demonstrating compliance, monitoring and improving the QMS
• Confidence for the External & Internal Stakeholders
• Adds Values & Transparency to business model.
QMS Strategic Hierarchy

Processes
Programs
Targets
Objectives
Policy
Principles of QMS Objectives

**Process**
- Established (Levels)
- Communicated
- Agreed mutually
- Supported
- Dynamic
- Integral

**Syntax**
- Specific
- Measurable
- Achievable
- Realistic / Resourcible
- Time-Bound
Examples of QMS Objectives

• To achieve and exceed Customer Satisfaction
• To achieve continual improvement in QMS Effectiveness
• To build the Staff Capability on Quality
• To ensure Operational excellence to support QMS
• To enhance internal & external Engagement
 Targets / KPIs 

• To achieve customer satisfaction level of 80% by the year end 2017
• To achieve at least 2 new products to be developed prior to 31/10/2017
• To improve our market share by 1% each year (2017-2020)
• To provide need based training to our staff, at least 40 Hours of training per annum per staff
• To ensure all our Quality staff are approved by client prior to 31/07/2017
Targets / KPIs

• To ensure the down time of critical equipment are not exceeding 5%, by Q2 2017
• To ensure the rejection is not exceeding 500 PPM
• To ensure official meeting with each customer at least once a Quarter, for Q1 – Q4 2017
• To ensure at least 2 Joint Development or Quality Programs during 2017, before the year end.
• To ensure performance linked incentives by Q4 2017
<table>
<thead>
<tr>
<th>#</th>
<th>Timeline</th>
<th>Milestone</th>
<th>R</th>
<th>A</th>
<th>S</th>
<th>C</th>
<th>I</th>
<th>Status as on DD/MM/YYYY</th>
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<tbody>
<tr>
<td></td>
<td></td>
<td>Define the Job Requirements, Write the JDs, Establish Skill Matrices, committees &amp; Release an official Procedure on incentives (10%)</td>
<td>HRC</td>
<td>HR Mgr.</td>
<td>Finance</td>
<td>Line Mgr.</td>
<td>All Staff</td>
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<tr>
<td>01</td>
<td>31/01/2017</td>
<td>Establish Performance Goals (Staff Level), Communication and Sign-Off (25%)</td>
<td>Strategy</td>
<td>Line Mgr.</td>
<td>HRC</td>
<td>BM</td>
<td>Top Mgt.</td>
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<tr>
<td>02</td>
<td>31/03/2017</td>
<td>First review on Performance (35%)</td>
<td>Strategy</td>
<td>Line Mgr.</td>
<td>HRC</td>
<td>-</td>
<td>Top Mgt.</td>
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<td>03</td>
<td>30/06/2017</td>
<td>Second review on Performance (45%)</td>
<td>Strategy</td>
<td>Line Mgr.</td>
<td>HRC</td>
<td>-</td>
<td>Top Mgt.</td>
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<td>04</td>
<td>30/12/2017</td>
<td>Last review on Performance (75%)</td>
<td>Strategy</td>
<td>Line Mgr.</td>
<td>HRC</td>
<td>-</td>
<td>Top Mgt.</td>
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<td>05</td>
<td>15/01/2018</td>
<td>Propose staff list for Promotions, Awards &amp; Rewards as per the procedure (90%)</td>
<td>Strategy</td>
<td>HRC</td>
<td>Line Mgr.</td>
<td>-</td>
<td>Top Mgt.</td>
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<tr>
<td>06</td>
<td>25/01/2018</td>
<td>Final Approval on the list &amp; Provide the benefits (100%)</td>
<td>HRC</td>
<td>Top Mgt.</td>
<td>Finance</td>
<td>Line Mgr.</td>
<td>All Staff</td>
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</tr>
</tbody>
</table>

HRC – HR Committee, Mgt. – Management, BM – Benchmarking, BSC – Balanced Scorecard

Initiative # 1
Owner : HR Department Manager
Title : Performance based Incentives
Timeline : 01/01/2017 – 30/01/2018
Policy
• To stay healthy

Objective
• Maintain appropriate BMI
• Maintain good work-life balance

Target
• Reduce 10 Kg before 31/12/2017
• Work Out 7 sessions a week, each for 90 min
• No carbs diet for 2017 full year

Initiative
• Join Gym
• Walk everyday
• Avoid using elevator for upto 6 floors
• Drink 3 Lit water everyday
• Stay away from Junk food
6.2 Quality objectives and planning to achieve them

6.2.1 The organization shall establish quality objectives at relevant functions, levels and processes needed for the quality management system.

The quality objectives shall:

a) be consistent with the quality policy;
b) be measurable;
c) take into account applicable requirements;
d) be relevant to conformity of products and services and to enhancement of customer satisfaction;
e) be monitored;
f) be communicated;
g) be updated as appropriate.

The organization shall maintain documented information on the quality objectives.
Linkage to ISO 9001 2015

6.2.2 When planning how to achieve its quality objectives, the organization shall determine:

a) what will be done;
b) what resources will be required;
c) who will be responsible;
d) when it will be completed;
e) how the results will be evaluated.
Critical Success Factors

- Leadership Commitment and Support
- Empowerment for the Objective Owner
- No personal issues, only teamwork
- Individual & Organization Knowledge required
- Communication, Coordination & Follow up shall be effective
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Clarification... If any?
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END OF THE SESSION