



Quality Objectives

Our Quality Objectives have been established and implemented across the processes of our organisation to ensure the realisation of our Quality Policy.

We will monitor the following to ensure the effectiveness of our Quality Management System, and initiate action for continual improvement where required:

- Customer feedback will be sought via QCF-AD-093 Customer Feedback Form, sent to customers after provision of a product/service. Feedback will be documented, reviewed and evaluated at Management Review Meetings to ensure that we are achieving our target of greater than one (1) response per month.
- Customer satisfaction will be evaluated using feedback from the returned QCF-AD-093 Customer Feedback Forms. Customer's "Overall Satisfaction" will be reviewed at Management Review Meetings to ensure we are achieving our target of greater than 80% of responses above Satisfactory.
- Warranty returns will be monitored and recorded via our non-conformance (NCR) process. Warranty returns will be reviewed and evaluated at Management Review Meetings to ensure that we are achieving our target of zero (0) returns.
- On time delivery will be monitored using our QCF-AD-038 Workshop Job Numbers Form. Delivery of products/services will be monitored, reviewed and evaluated at Management Review Meetings to ensure that we are achieving our target of greater than 85% on time delivery.
- Customer contact will happen on a regular basis with four (4) regular customers being visited/contacted monthly, and one (1) new or non-regular customer being visited/contacted monthly.