

QUALITY OBJECTIVES - 2024

Target/Objective	Activities to Achieve Target/Objective	Resource	Success Measured By	Target Dates	Action By	Date Achieved
Carry out a minimum of 2 quality audits per month.	An internal audit plan – frequency based on risk.	Knowledge, time, staff	Audit plan covered each year.	Ongoing	CW	
Maintain our certifications and registrations.	Robust systems inc. policies, forms, and records.	Knowledge, time, staff, IT system	Continued registrations.	31/12/24	Compliance Team	
Demonstrate control of supply chain	Establishing minimum standards through procurement policy. Review performance of suppliers and report to SMT/Board/Management Review meeting. Promotion of Supply Chain Sustainability to suppliers.	Knowledge, time, staff, IT system	Compliant, ethical & sustainable supply chain.	31/12/24	Purchasing Manager / Head of HSQE	
Carry out more regular data analysis e.g., team performance, customer satisfaction.	Develop KPIs, satisfaction surveys (or similar) etc.	Knowledge, time, staff, IT system	Positive feedback; suggestions for improvement; WOW, staff survey.	31/12/24	Head of People & Culture	