



***Q 2 Quality Policy and Objectives***

Version: 8

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Date: 25 Apr 2019

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**Quality Policy**

Scaled Solutions will meet or exceed our customers' expectations and improve our service to our customers on a continual basis.

*To this end Scaled Solutions requires the highest standards of professional practice and specifications in every detail of the operation. A focus on quality permeates every aspect of the business. It is the objective of the company to improve the processes and service to its customers on a continuous basis by working with government, Environmental and Health and Safety officials. The Company will achieve these goals through providing a framework to set and review Quality Objectives for the organisation, a commitment to comply with requirements and continually improving the effectiveness of the QMS.*

**Quality Objectives:**

<b>Key Process</b>	<b>Indicator per Quarter</b>	<b>Objective per Quarter</b>
<b>Customer Perception</b>	Complaints	0
	Repeat orders	10
	Commendations / new customers	1
	Quote conversion	40%
	Customer Feedback	10
<b>Supplier Performance</b>	Number of delays / shortages due to suppliers	2
<b>Core Test Processes</b>	Contracts completed to timescale agreed	80%
	Studies completed to budget	80%
	Repeats (minor = 1 - 3 days, major = 4+ days)	10 minor
		4 major
Shortages	2	
<b>Internal audit trends</b>	Number of actions not addressed (overdue) by next quarter	<5
<b>Prevention Process</b>	Prevention Processes Active Risk ID vs Risks avoided	70% Prevention