QUALITY OBJECTIVES

1. **Customer Satisfaction** **100%**

2. **Resource Readiness** **92%**

3. **Supplier Management** **100%**

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WILD WELL
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2017 Quality Objectives

QUESTIONS / ANSWERS

Q. What are the 2017 quality objectives?

A. There are three quality objectives that support the Quality Policy.

1. Customer Satisfaction – 100%
2. Resource Readiness – 92%
3. Supplier Management – 100%

These objectives are measured by specific key performance indicators **(KPI).**

Q. Why do we need or even have quality objectives?

A. We have quality objectives because ISO 9001 requires them. In section 6.2 of ISO 9001, it states that quality objectives are to be established and shall be measurable and consistent with the Quality Policy.

Q. How are the quality objectives measured?

A. Each objective has KPIs that measure the quality of our processes, services, and/or service-related products. These indicators let us know how well we are doing in meeting the objective(s). The KPIs are routinely reviewed to make system corrections as necessary.

Q. How do I contribute to and/or affect the quality objectives?

A. First, you can contribute to and/or affect the successful achievement of quality objectives by recording and reporting accurate data. Second, by understanding how each of us individually contributes to the delivery of our service to the customer, we can each play our role in achieving the quality objectives.

The quality objectives are established to provide us with data that will measure and quantify how satisfied our customers are, indicate the level of readiness of our people and equipment to deliver our service(s), and how well our suppliers are delivering to agreed requirements.

1) Customer Satisfaction – 100% (Objective #1)

    a. Services and service-related products **(KPI) (Provided/Offered)**

    b. Responsiveness to a request for quote **(KPI) (Within Commit)**

    c. Customer audits **(KPI) (No MAJOR Findings)**

    d. Customer feedback **(KPI) (Constructive, No Complaints)**

2. Resource Readiness – 92% (Objective #2)

    a. Equipment – service-related products **(KPI) (90% PM)**

    b. Personnel **(KPI) (85% Training & <12% Turnover)**

    c. Quality Management System (QMS) **(KPI) (Certified & No Majors)**

3. Supplier Management – 100% (Objective #3)

    a. Services and service-related products delivered per purchase order **(KPI) (On-Time & Defect Free)**

    b. No NCRs on services and service-related products **(KPI) (Delivered per PO)**