Register of Objectives & KPIs

Use the aspirational statements from your quality policy and link them to the related objective(s). The table also provides ideas for KPIs and targets that, in turn, may be used to measure the achievement of each quality objective.

HSQ Policy	No.	Objective(s)	KPI	Target	Process/Department	Current Progress	CAR
''We will achieve customer satisfaction.''	1	Achieve a high level of service user satisfaction	Survey results	Achieve an overall rating of > 95% satisfaction scores	Sales		
			No. of customer complaints	Less than 2 complaints per 1000 customers	Sales		
	2	Improve sales	Value of new orders	Achieve 5% increase on the previous year	Sales		
	3						
	4						
	5						
	6						
	7						
	8						

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