	DEPARTMENT OF SCIENCE AND TECHNOLOGY DOST Regional Office No. IX	DOCUMENT CODE	QM-DOST IX 06-02
	<b>QUALITY MANUAL</b>	REVISION NUMBER	4
SECTION	PLANNING	PAGE NUMBER	1 of 2
SUBJECT	<b>QUALITY OBJECTIVES</b>		

The DOST-IX Quality Objectives are stated as follows:

***95 % of customer surveyed are at least satisfied with the S&T services of DOST IX with the continual improvement of our Quality Management System (QMS); and***

***To deliver required services according to mutually agreed terms and conditions and existing applicable statutory and regulatory requirements.***



Functional level objectives are also identified for each functional unit of DOST Regional Office No. IX. To ensure that the Quality Objectives are understood, implemented and maintained in all levels of the organization, the approved objectives are posted at strategic locations and are made available to all interested parties. Quality Objectives are also communicated and disseminated to the employees through, meetings, memoranda, and other means deemed appropriate.

Quality Objectives at all levels are reviewed during Management Review meetings to determine their effectiveness and relevance in meeting the needs of the customer and the organization. The revision process is carried out in accordance with the established control of documented information procedure.

A quarterly report on the accomplishment or non-accomplishment quality objectives is submitted to the Assistant Regional Director concerned for discussions during management review. Objectives and targets that are not achieved as planned are addressed with corrective actions.

#### REFERENCES:

- PM-QMS 09-03 Management Review
- Minutes of Meeting
- Functional Objectives

Prepared by:	Approved by:
	
Quality Management Representative	Regional Director