**QUALITY OBJECTIVES FORMULATION, MONITORING, EVALUATION TO DRIVE PROGRESS WITHIN FUNCTIONS – By Purity Wangai**

Power point presentation of 30 to 37 slides will be made to cover the following;

1. Learning objectives
2. To understand requirements of ISO 9001 QMS quality objectives
3. Ability to formulate and document quality objectives
4. Ability to monitor, measure, analyse and evaluate quality objectives
5. Session Outline
6. ISO 9001 requirements for quality objectives
7. Establishing and documenting quality objectives
8. ISO 9001 requirements for monitoring, measurement, analysis and evaluation of quality objectives
9. Basic concepts
10. Definitions: What is quality? What is quality objective?
11. What are the quality characteristics in a service, in a product?
12. ISO 9001:2015 Requirements; A slide for each of the following;
13. clause 5.1.1 (b)
14. clause 5.2.1 (b)
15. clause 6.2.1
16. Clause 6.2.2
17. Quality Objectives formulation
18. What should be the foundation for quality objectives?

* Consider the vision, strategy, corporate priorities, mission, the interested parties/applicable requirements, products, services
* Relationship between strategic objectives and quality objectives

1. Examples of measurable quality objectives for a period within one year

* To increase customer satisfaction level from 75% to 80%
* To increase market share for products/services from 10% to 12%
* To reduce number of defective products/services from 10 to 5
* To decrease skills gap for each employee by 50%
* To reduce customer complaints on product/service quality by 50%
* To achieve at least 80% of each strategic objective
* Increase product range by 2

1. Examples of determined relevant functions and levels for delivery of 2 sampled quality objectives
2. Planning to achieve quality objectives

* Examples of 1 or 2 duly filled tables each showing a measurable quality objective plus suitable information on each of the following elements;
* what will be done;
* what resources will be required;
* who will be responsible;
* when it will be completed;
* how the results will be evaluated.

1. Quality Objectives Monitoring and Evaluation
2. 2 slides on ISO 9001 clauses 9.1.1 and 9.1.3 and relating with

clause 6.2.2 (e)

1. For one (1) sampled quality objective, a duly filled matrix/table showing all applicable elements of ISO 9001 clauses 9.1.1 and 9.1.3
2. Any other information that may be recommended by NQI