

DRAWING NUMBER 90-2000-5.4.1	REVISION B	TITLE Quality Objectives		PAGE 1 of 1
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1.0 Policy

The management of Product Resources shall ensure that Quality objectives including those needed to meet requirements for product (see 90-2000-7.1) are established at relevant functions and levels within the organization. The Quality objectives shall be measurable and consistent with the Quality Policy.

2.0 Reference

The document 43-2829 is used to record the break-down of objectives and the metrics and current goals associated with them.

3.0 Procedure – Establishing Objectives

Objectives are established by stating them in the Quality Policy. See 90-2000-5.3 for Product Resources' current Quality Policy.

The Quality Policy is developed, reviewed, revised, and approved by the Product Resources management team at the Management Review meeting. Refer to 90-2000-5.6.1, 90-2000-5.6.2, and 90-2000-5.6.3 for a description of the Management Review process.

Quality objectives flow down from the Quality Policy.

4.0 Procedure – Measuring Objectives and Setting Goals

As part of the Management Review process (see the references above), the Quality Policy is reviewed to identify those elements in it that are objectives. This break-down of the objectives is documented/detailed in 43-2829.

For each objective, the Management Review shall, leaning heavily on the representatives of the associated functional area of the company, determine a method or methods for measuring the objective – one or more metrics. The metrics may be based on direct computation or survey as deemed effective.

Finally, the Management Review shall set goals for all metrics. These goals may be based on historical performance, industry benchmarks, or both.