Aegentra
ACADEMY

Quality objectives and KPI register — ISO 9001 Clause 6.2

Ten objectives with the five planning elements Clause 6.2.2 requires

Clause 6.2.1 wants objectives that are measurable, monitored, communicated and updated. Clause 6.2.2 adds the part most registers miss: for each objective you must plan what will be done, what resources are needed, who is responsible, when it will be complete, and how results will be evaluated. Those five columns are the difference between a register that passes and a list of aspirations.

REF	QUALITY OBJECTIVE	QUALITY POLICY COMMITMENT IT SERVES	MEASURE (KPI)	BASELINE	TARGET	REVIEW FREQUENCY	WHAT WILL BE DONE (6.2.2 A)	RESOURCES REQUIRED (6.2.2 B)	RESPONSIBLE (6.2.2 C)	COMPLETION DATE (6.2.2 D)	HOW RESULTS ARE EVALUATED (6.2.2 E)	STATUS	CLAUSE
QO-01	Raise on-time-in-full delivery to 96%	Meeting customer requirements consistently	OTIF % of despatched orders	91.2%	96.0%	Monthly	Re-sequence scheduling around the two bottleneck machines; introduce weekly capacity review	Scheduling module licence; 4 h/week production planner	Production Manager	30 June 2027	Monthly OTIF report tabled at management review; trend over 3 months, not single months	On track	6.2
QO-02	Reduce internal scrap cost to below 1.5% of production value	Continual improvement of the QMS	Scrap cost as % of production value	2.7%	<1.5%	Monthly	Root-cause the top three scrap codes; operator retraining on setup verification	Two engineering days/month; training time	Engineering Manager	31 March 2027	Scrap by cause code reviewed monthly; effectiveness judged on sustained 3-month reduction	On track	6.2, 10.3
QO-03	Achieve customer satisfaction index of 8.0 or better	Understanding and exceeding customer expectations	Composite index: survey score, complaint rate, warranty claims	7.4	≥ 8.0	Quarterly	Move from annual to quarterly survey; add complaint and warranty data as independent signals	Survey platform; 2 h/quarter sales admin	Sales Manager	31 December 2026	Quarterly composite reported to management review with commentary on each component	On track	6.2, 9.1.2
QO-04	Close 90% of corrective actions with verified effectiveness within 60 days	Continual improvement of the QMS	% of CARs closed with effectiveness evidence within 60 days	62%	90%	Monthly	Require a root-cause statement and an effectiveness check before the system permits closure	QMS software configuration; 1 day IT	Quality Manager	31 January 2027	Monthly ageing report; overdue actions escalated to the process owner's manager	At risk	6.2, 10.2
QO-05	Qualify a second source for both critical raw materials	Managing the supply chain our quality depends on	Number of critical materials with a qualified alternate source	0 of 2	2 of 2	Quarterly	Identify candidates, run first-article inspection, trial production run, add to approved supplier list	First-article testing budget; procurement and engineering time	Procurement Lead	30 September 2027	Qualification file complete and supplier added to the approved list; verified at management review	On track	6.2, 8.4
QO-06	Complete 100% of the internal audit programme to plan	Verifying that the system works, not assuming it	% of planned audits completed in the scheduled quarter	78%	100%	Quarterly	Schedule audits at the start of the year and protect the time; train two additional internal auditors	Two auditor training places; 10 auditor-days/year	Internal Audit Lead	31 December 2026	Programme status reported quarterly; slippage explained in management review minutes	On track	6.2, 9.2
QO-07	Current competence evidence for 100% of roles affecting product conformity	Employing people competent for the work they do	% of in-scope roles with in-date competence records	71%	100%	Half-yearly	Complete the skills matrix; close gaps by training or reassignment; set review dates	Training budget; HRIS configuration	HR Manager	30 June 2027	Skills matrix reviewed half-yearly; sampled against personnel files at internal audit	On track	6.2, 7.2
QO-08	Reduce customer complaints to fewer than 6 per quarter	Meeting customer requirements consistently	Complaints received per quarter	11	<6	Quarterly	Analyse complaint causes; address the top two through corrective action; verify with the customers affected	Quality analyst time	Quality Manager	31 December 2027	Quarterly complaint analysis by cause; effectiveness judged on recurrence, not volume alone	On track	6.2, 9.1.2

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QO-09	Keep 95% of controlled documents within their review date	Working from current, controlled information	% of documents within review date	83%	95%	Quarterly	Clear the backlog of overdue reviews; set automated reminders 60 days before expiry	Document control system configuration	Quality Manager	30 April 2027	Quarterly document register report; overdue items listed by owner	On track	6.2, 7.5
QO-10	Zero product released on out-of-calibration measuring equipment	Measuring what we claim to measure	Number of release events on equipment later found out of tolerance	3 (prior year)	0	Monthly	Automate calibration due alerts; block release authority on overdue equipment in the system	MES configuration; 2 days IT	Maintenance Lead	31 August 2027	Monthly calibration compliance report; any event triggers a recall assessment	On track	6.2, 7.1.5