Sample Management (or Quality) System Objectives

Management System Objectives:

1. Improve profitability and company value
2. Reduce risk
3. Solidify our identity with our customers
4. Improve employee well being
5. Create an efficient formal management system.

Management System Goals and Initiatives:

1. Improve profitability and company value
   1A. Increase revenue to $3 Million per year
       1A.1 Analyze current lines of business for probable growth, profitability and risk.
       1A.2 Define corporate sales strategy to improve effectiveness
       1A.3 Improve customer awareness of our business activities
   1B. Increase Gross Margin to 40% of revenue
       1B.1 Develop business plan with appropriate mix of work to support Gross Margin
       1B.2 Develop project management process driven by project budgeting
       1B.3 Institute overall hardware cost reduction
       1B.4 Review Burden costs for efficiency
       1B.5 Reduce scrap and rework
   1C. Reduce Overhead to 22% of revenue
       1C.1 Develop overhead expense budgets
       1C.2 Review overhead functions/processes for efficiency
       1C.3 Reduce Warranty expenses to .35% of revenue
   1D. Increase EBT to 12% of revenue
       1D.1 Develop annual financial forecast to support 12% EBT
       1D.2 Implement annual financial budget to support 12% EBT

2. Reduce risk
   2A. Reduce project financial risk
       2A.1 Implement contract review process as part of project management process
       2A.2 Review contract terms and conditions.
       2A.3 Implement formal design review process
   2B. Reduce risk of employee injury
       2B.1 Review and update safety policy and roll out to employees
       2B.2 Employee safety training
   2C. Reduce risk of catastrophic loss
       2C.1 Review insurance policies
3. **Solidify our identity with our customers**
   3A. Participate in Industry organizations
   3A.1 Seek industry committees
   3B. Publish technical articles
   3B.1 Seek publishing opportunities in our industries
   3C. Create Newsletter
   3C.1 Initiate newsletter for 1st Qtr. 2003

4. **Improve employee well being**
   4A. Improve employee ability to succeed
   4A.1 Identify training opportunities
   4A.2 Formally evaluate roles and responsibilities
   4A.3 Implement achievement metrics
   4B. Reward good performance
   4B.1 Set achievable goals
   4B.2 Establish metrics
   4B.3 Review promotion policy
   4B.4 Promote public recognition
   4B.5 Establish reward program for tenure
   4C. Provide competitive benefits package
   4C.1 Evaluate 401K performance
   4C.2 Review health care costs
   4C.3 Review employee manual

5. Create an efficient formal management system.
   5A. Create an Efficient and Effective Corrective Action System
   5A.1 Eliminate Repeated Mistakes
   5A.2 Formally audit and verify every implemented corrective action
   5B. Establish Rules of System Efficiency
   5B.1 Make the System Easy to Audit
   5B.2 Require an evaluation of efficiency for every documented procedure and task
   5C. Create Robust Plans
   5C.1 Define content of documents in the management system
   5C.2. Require edit of documents prior to issue to ensure efficiency issues are addressed
   5C.3 Define content of associate training

   6A. Attain ISO 9000:2000 registration in March 2003
Example Objectives (second set)

1. Make our company profitable on a long-term basis.
2. Develop additional market opportunities.
3. Improve teamwork.
4. Increase customers’ perception of our professionalism.
5. Define functions and responsibilities.
6. Clearly define projects and agreements.
7. Improve the quality of finished product.
8. Reduce rework.
10. Define a strategic marketing plan.
11. Meet schedule and budget performance goals.
12. Reduce unproductive activity.
13. Benchmark the competition.
14. Improve data support for decision making.
15. Provide logical, effective and efficient documentation for the Management System, processes and activities.
16. Reduce waste.
17. Obtain and maintain registration to ISO 9001.
18. Obtain and maintain registration to ISO 14000.
19. Comply with our Best Practice requirements in an auditable system.
20. Address health & safety requirements and activities in an auditable system.