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# Register of Quality Objectives & KPIs

ISO 9001:2015 QMS

Use the aspirational statements from your quality policy and link them to the related quality objective(s). The table also provides ideas for KPIs and targets that in turn may be used to measure the achievement of each quality objective.

Quality Policy	No.	Objective(s)	KPI	Target	Process/Department	Current Progress	CAR
"We will achieve customer satisfaction"	1	Achieve a high level of service user satisfaction	Survey results	Achieve an overall rating of > 95% satisfaction scores	Sales		
			No. of customer complaints	Less than 2 complaints per 1000 customers	Sales		
	2	Improve sales	Value of new orders	Achieve 5% increase on previous year	Sales		
	3						
	4						
	5						
	6						
	7						
	8						