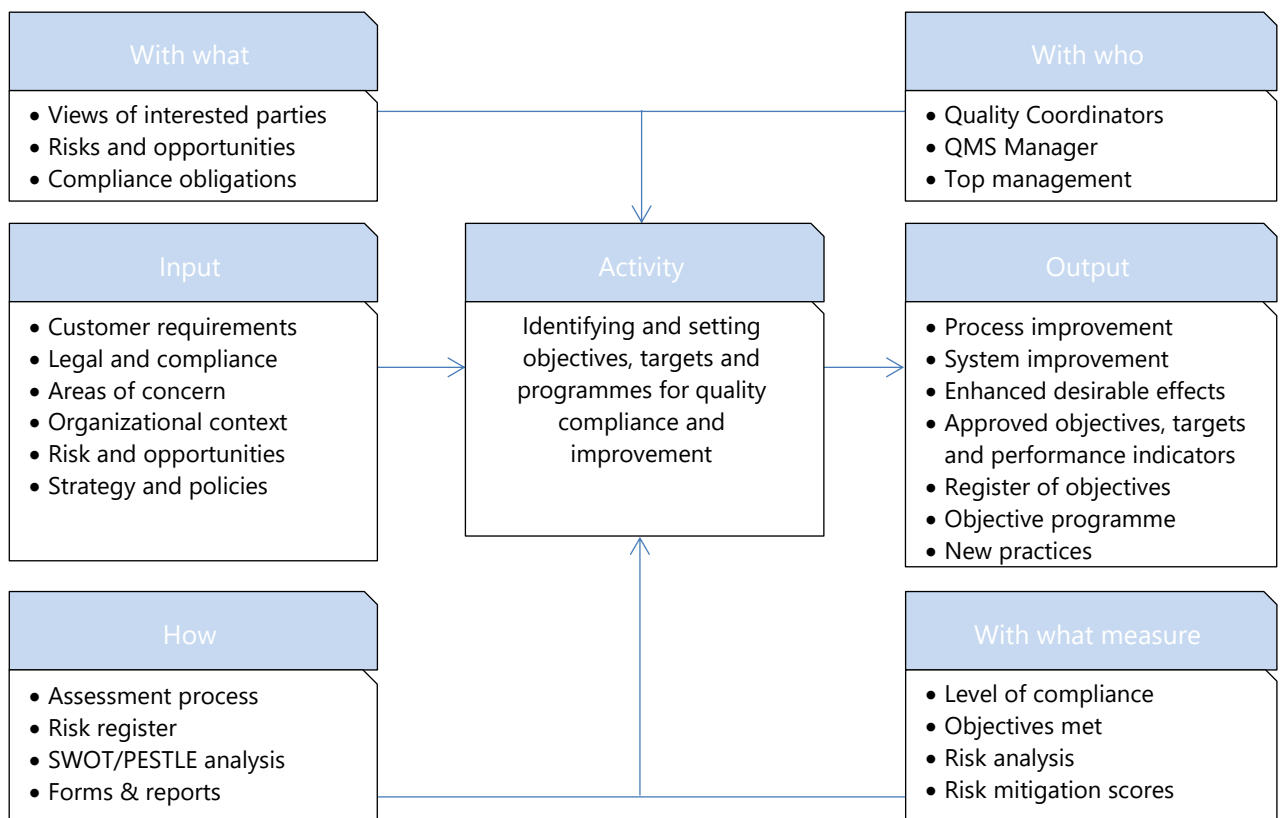


1 Objectives, Targets & Indicators

1.1 Introduction & Purpose

The purpose of this procedure is to establish how **your organization** implements and maintains quality, environmental, and health and safety objectives, targets, indicators and programmes that are consistent with our QMS policies, and whose achievement demonstrates continual improvement. For each significant environmental aspect or health and safety hazard, your organization establishes an appropriate and measurable objective.

1.1.1 Process Turtle Diagram



1.1.2 References

Standard	Title	Description
BS EN ISO 9000:2015	Quality management systems	Fundamentals and vocabulary
BS EN ISO 9001:2015	Quality management systems	Requirements
BS EN ISO 9004:2018	Quality management systems	Guidelines for performance improvements

1.1.3 Terms & Definitions

Term	Definition
Documented Information	Information required to be controlled and maintained
Objective	An overall goal arising from the policy
Target	Performance requirement, applicable to the organization that arise from the objectives
Indicator (KPI)	Key Performance Indicator is measure of achievement towards an objective