



## QUALITY OBJECTIVES - 2023

1. Maintain our formal certification to ISO 9001:2015.
2. To achieve a minimum of 82% customer satisfaction.
3. Determine external and internal issues that are relevant to the company's purpose and strategic direction.
4. Determine the interested parties that are relevant to the quality management system and determine their requirements.
5. Consider the issues identified in (3), the requirements in (4) and determine the risks and opportunities that need to be addressed and consequent actions required.
6. Ongoing review and update of key operational documentation to achieve increased efficiency and best practice.

Approved

Paul Savage  
Managing Director

Date: 19/01/23

Review date: 31/01/24