

Quality Objectives

Shearline has established the following Quality objectives to support the Quality Policy.

- Enhancing **customer** satisfaction through improved delivery and Quality
- Developing effective **processes** to reduce waste and improve efficiency
- Building an effective **supply chain** to ultimately support customer satisfaction
- Ensuring **resources** are adequate to allow processes to run to expected timeframes
- Continue to grow the business to increase **company** turn over

Planning to achieve the Quality objectives

To ensure Quality objectives are being monitored, specific KPIs have been set at relevant levels of the business with targets in place. Each KPI supports one of the objectives. KPIs are reviewed in the Quality management reviews for suitability and to ensure they are being achieved.

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Issue No:	1	Date of review:	16/04/2024
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