

COMPANY OBJECTIVES & TARGETS

Quality Objective 1

Customer Satisfaction Index to have annual average result of 75% by December 2010, based on a return rate minimum of 5%.

Quarterly satisfaction surveys and project completion surveys will be issued & collected by Project Supervision. No survey will be issued if the project is completed in less than two weeks. The surveys are returned to the systems department, where actions will be initiated if required and the Customer Satisfaction Index calculated quarterly.

Quality Objective 2

The proportion of time spent on rectification to be reduced by 3% by December 2010.

The proportion of man hours spent on rectification of in-process non conformities against total man hours available to the business to be reduced by 3% from the Jan to Dec 09. Monthly the hours spent on remedial works is taken from Navision from the time sheet input and the total man hours available to the business is taken as of the end of each month from the Hours worked accident statistics sheet forming % figure.

Quality Objective 3

To reduce absence to an average of < 4% for January to December 2010.

Calculated by HR consultant based on days missed that should have been worked. Target based on test period Sept 08 to Aug 09 showing current company performance was 5.15%. Improvement focus will be on return to work interviews being conducted whenever an unplanned absence occurs and taking preventive actions as required.

Quality Objective 4

To ensure all staff have been formally appraised by December 2010.

All staff to have received a formal appraisal by December 2010