

Approved: John Spencer	 <b>McCann</b> <b>QUALITY OBJECTIVES</b>	Document: <b>IMA2</b>
Quality Management System		Revision: A
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Objective	Target	Responsibility
<b>To improve our workforce through the reduction of absenteeism within the company</b>	For supervisors to complete 90% of return to work interviews within one working month following an unplanned absence and to submit these to the operations director who will monitor the results to help to identify suitable preventative and corrective measures to our processes and procedures.	Supervisors, Operations Director
<b>To enhance the quality of our employees by ensuring all staff are formally appraised yearly</b>	That 90% of all our office staff and site operatives have received a formal appraisal from their supervisor or line manager on which ever project they are working on in this current twelve monthly period.	Supervisors, Line Managers
<b>To comply with the guidance by ensuring every job folder contains a key documents folder</b>	Every job folder within the "Company drive (Z) Job Folders" will contain a key documents folder that will contain the following completed documents: <ul style="list-style-type: none"> <li>• FN001 Tender Assessment</li> <li>• Bill of Quantities</li> <li>• Signed copy of the contract</li> <li>• Initial Program of Works</li> <li>• FN006 Contract Completion</li> </ul>	HSEQ Manager, Quantity Surveyors
<b>To identify our client's needs by monitoring our tender returns</b>	To return 80% of clients tender enquiries within the allotted time frame given. Tender information will be collected on a weekly basis and the statistically analysed on a monthly basis.	Estimators, Contracts Board
<b>To improve the quality of our scheme delivery by improving our workforce</b>	To deliver at least 250 days training this year to our workforce.	Supervisors, Operations Director