

## QUALITY OBJECTIVES

P J Mear Ltd has established its Quality Objectives using the S.M.A.R.T. (Specific, Measurable, Achievable, Realistic, Timely) formula for setting goals, which are consistent with our policy. Following identification, related processes are documented to ensure conformity, and timely delivery, of products and services. Process responsibilities are assigned then communicated to all relevant staff, and other interested parties. Throughout this Integrated Management System, it is shown that responsible acquisition, deployment, maintenance, and disposal of resources support the organisation in achieving its objectives.

Each department is responsible for delivering its objectives and this is monitored via individual appraisals, team meetings and management review meetings. Measurement of processes and adjustments/additions to the objectives may also be triggered by other sources, such as customer audits; internal or third-party audits; stock takes, as part of monitoring corrective and preventive actions or from the outcome of market surveys and customer satisfaction surveys.

Objectives are based on our business requirements inclusive of our key deliverables to both internal functions and our customers through our product / service realisation process.

P J Mear's Quality Objectives, which are measured, are as follows:

- Our Management Team are committed to analyse customer feedback data, internal performance data, financial performance data and business performance data at regular Management Reviews to ensure that our Quality Objectives are being met.  
This is measured and recorded at regular Management Review meetings
- We are committed to delivering customer satisfaction.  
This is measured by regular progress meetings on site throughout the term of the contract, customer feedback surveys, references, statistics reports, and repeat business evidenced in discussions in Management reviews.
- We will endeavour to minimise occupational health and safety risks.  
This is measured by our training matrix, worker feedback, sick days, and accident statistics.
- We aim to make a profitable return on our activities to allow us to fund ongoing development and growth of our business, continually improve our Integrated Management System and services to our clients.  
This is measured by producing monthly and year end accounts.
- Should we make a mistake, we will always admit it and seek to rectify the situation in a timely manner whilst keeping the appropriate records, documentation and data for analysis and improvement purposes.  
This is measured by nonconformance reports and the Corrective Action Plan.



Michael Lyon  
Managing Director



Project Category