

Procedure 6.2

Quality Objectives and Planning to achieve them

This procedure addresses ISO 9001:2015, clause 6.2.

ISO 9001:2015 does not specifically require your company to have strategic objectives and a business plan, so you may edit the corresponding paragraphs. However, your company is required to set objectives (according to ISO 9001:2015 requirements), communicate the objectives, and plan to achieve the objectives. We will provide you with two sets of instructions: one if you want to keep and slightly edit our procedure template, and another one if you want to do it completely differently.

SAMPLE ONLY

A) Customization of our Template

Quality Objectives versus Strategic Objectives

First of all, our template changed ISO 9001's term "quality objectives" to "strategic objectives" to clarify that the objectives are not just about a narrow understanding of quality or quality control. In fact, "quality objectives" are related to your ISO 9001 quality management system, which affects virtually the entire company. "Quality objectives" may even include profit goals. To make things less confusing, we are not using the term "quality objectives" but instead "strategic objectives".

Optionally, you may change the term back to "quality objectives" to be consistent with the name of the procedure, or change the name of the procedure to "strategic objectives" to be consistent with the text of the procedure, or you may call the objectives something else that's more appropriate at your company.

Divisions, Business Units and Departments

Our template assumes that your company is divided into divisions, business units and departments. If your company is organized differently or uses different terms to describe the individual units, you will need to update the template accordingly.

Business Plan

Our template includes a requirement for business plans. However, ISO 9001:2015 does NOT specifically require business plans. If your company doesn't engage in annual business planning on various levels, you may modify the template and remove the entire section on business plans. Similarly, you may modify what should be part of business plans. However, you still need a system that ensures that your company's top level strategic objectives are implemented, and this system must include a specific plan, required resources, responsible persons, timeline for completion and ways to evaluate the success.

How many?

You should plan to have about 6 to 12 strategic objectives but this range is only a rough guideline and may not apply to all companies.

SAMPLE ONLY

B) Instructions if you don't want to use our System

If you want to set up a different system (i.e., if you don't want to use our suggested system of strategic objectives and business plans), you may meet the ISO 9001:2015 requirement of section 6.2 as follows:

1. Setting Objectives

You need to define a system in which your company will set objectives on various levels and functions throughout your company. Specifically, those objectives must meet the following criteria:

- consistent with our quality policy;
- measurable;
- take applicable requirements into account;
- relevant to the conformity of our products/services and to enhance customer satisfaction;