



## QUALITY OBJECTIVES & TARGETS SUMMARY

Objectives	Monitoring	Targets
Provide a cost effective solutions service, tailored to the best interests, expectations and needs of our clients	<ul style="list-style-type: none"> <li>▪ Client Feedback</li> <li>▪ Staff Feedback</li> <li>▪ Project Analysis</li> <li>▪ Compliance with industry and regulatory standards</li> <li>▪ Opportunistic Feedback</li> <li>▪ Directors Meetings</li> <li>▪ Management Review</li> </ul>	<ul style="list-style-type: none"> <li>▪ 95% Client satisfaction</li> <li>▪ 95% Delivery of project</li> <li>▪ Minimal non-conformance incidents</li> <li>▪ Annual Employment Reviews</li> </ul>
Provide a service which complies with ATC and clients specifications	<ul style="list-style-type: none"> <li>▪ Project Brief and Document Review</li> <li>▪ Client Feedback</li> <li>▪ ATC procedures</li> </ul>	<ul style="list-style-type: none"> <li>▪ 95% Client Satisfaction</li> <li>▪ 95% compliance with procedures</li> <li>▪ Satisfactory Director Review</li> </ul>
Review and maintain our systems to continuously improve performance, quality and optimise our processes	<ul style="list-style-type: none"> <li>▪ Scheduled gap and certification audits</li> <li>▪ Reporting to Directors and Management Review meetings</li> </ul>	<ul style="list-style-type: none"> <li>▪ Achieving and maintaining ISO 9001: 2015 certification</li> </ul>
Constantly adapt to technological development in our fields of work	<ul style="list-style-type: none"> <li>▪ CPD training schedules (bi-monthly)</li> <li>▪ Conference and seminar attendance by nominated staff</li> <li>▪ Continual training with industry specialists</li> </ul>	<ul style="list-style-type: none"> <li>▪ Up to date Skills and Training Matrix</li> <li>▪ Professional development certifications</li> <li>▪ Updated and calibrated equipment as required</li> </ul>
To be an employer of choice by recruiting competent and qualified staff and providing regular training	<ul style="list-style-type: none"> <li>▪ Position descriptions with recognised qualifications</li> <li>▪ Contact with Employee Referees prior to employment</li> </ul>	<ul style="list-style-type: none"> <li>▪ All references checked and verified</li> <li>▪ Training as per skill and training matrix requirements</li> <li>▪ CPD signed off and qualifications sighted</li> </ul>
Continually satisfy all requirements of regulatory authorities	<ul style="list-style-type: none"> <li>▪ Maintain Code, Standard and Information Library</li> <li>▪ Download and store all new updates to current standards</li> </ul>	<ul style="list-style-type: none"> <li>▪ Ensure all information is available to all engineers as required</li> <li>▪ All information is current and relevant</li> </ul>

### References

ATC-POL-001 Quality Policy

ATC-QMAN-001 Quality Management



airey taylor consulting  
engineers  
scientists