



Procedure Title: <i>Quality Objectives</i>	Type : <i>Objectives</i> <i>ISO 9001-2008</i>	 MEGATRÖNIC POWER SYSTEMS <small>Controlling the Future</small>		
Process Owner <i>Quality Manager</i>	Doc #: MPS-FM-QM-005	Rev: 2	Date: 11/01/2016	Approval: <i>Managing Director</i>

FORM #: MPS-FM-QM-005

QUALITY OBJECTIVES

Revision History

Revision	Date	Revision Remarks	Signatures		
			Originated by	Checked by	Approved by
1	5/11/14	Issued for Use	AF	MM	AF
2	11/01/16	Tables added to fall into line with 2015 version	AF	MM	AF

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Quality Objectives

Megatronic Power Systems Pty Ltd Quality Objectives fall in line with its Quality Policy.

The companies most important resource is its employees. Quality is achieved primarily through dedication, education and training as well as through the motivation of employees whose qualifications are kept apace and developed.

- Within the first week of employment a new employee will be fully trained in the Companies Quality Management System and be deemed competent through the use of a short practical exam. These results will be recorded and kept on the company's training record for future reference.

Objective	Resources Required	Responsibility	Completion date	Evaluation
Train Employees within first week of the their employment	Quality Manager to designate at least 4 hours for the first batch of training	Quality Manager	Within one week of new start	Training records to be kept

- At least once per year each employee will have a short practical exam to prove they are still competent on the company's Quality Management System. Again results will be recorded and saved as per 'Control of Records' procedures.


Objective	Resources Required	Responsibility	Completion date	Evaluation
Employee's to show competency on the system every year	Quality Manager to designate at least 2 hours to conduct a each year.	Quality Manager	28 February each year	Training records to be kept

- Technology in our field is constantly changing and improving. Top management will strive to ensure all staff are properly qualified and trained to fulfil their duties within their role. Staff Knowledge basis needs to constantly be on the rise to keep delivering the best product / systems to our customers.

Objective	Resources Required	Responsibility	Completion date	Evaluation
Keep informed about the latest technology on the market	Technical Manager to be on distribution channels for all major product suppliers to MPS	Technical Manager	Ongoing	Should be communicated at monthly meetings. Records to be kept

- Staff will be asked to update and submit their CV once per year and their skill-set will be re-assessed to see if training is required for specific roles.

Objective	Resources Required	Responsibility	Completion date	Evaluation
Keep all Staff CV's up to date	Quality Manager and Project Managers to get staff to update CV's each new year	Quality Manager	28 February each year	CV's kept on file

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A monitoring framework has been put in place to analyse the quality of our products and services. Management Review, Internal Audits, Customer feedback and Corrective action registers are used to assess and improve on our management system and products.

- Project Deadlines will be met. It is not acceptable for a project deadline to be missed and any non-conformance will be met my strict investigation from the Managing Director. Internal deadlines will be set at a minimum of 2 weeks prior to customer deadlines for every project.

Objective	Resources Required	Responsibility	Completion date	Evaluation
Meet all project deadlines	Technical Manager, Project Staff, Project Manager	Technical Manager	2 weeks prior to customer deadline	FAT testing and project timelines to be kept. Weekly meetings held to ensure the timeline is on track.

- All graphical HMI / SCADA on control system designs will be perfectly aligned and navigation correctly working. Customer graphical standards will be followed on every project where it is specified.
- Milestones will be set and Factory Acceptance Testing will be conducted when required through-out the development of any project. ITP's will be completed and filed as per 'Control of Records' procedures. Any Non-conformance will be dealt with through the corrective actions procedures. For a full design type project at least 1 FAT test will be conducted .
- At least once per month a Team meeting will be held with all employee's for constructive talks on preventative actions required within the business. Minutes will be taken and plans will be implemented. Records will be kept.

Objective	Resources Required	Responsibility	Completion date	Evaluation
Pro Active approach to corrective actions.	Monthly meeting with Staff must be held. Quality Manager and Technical manager to communicate corrective actions.	Technical Manager, Quality Manager	Once per Month	Minutes of meetings to be kept.

- These Quality Objectives will be reviewed along with the Quality Management System Once a year to make sure that our practices are in line with the growth of the business.


Objective	Resources Required	Responsibility	Completion date	Evaluation
Review Quality Objectives once a year	Managing Director, Quality Manager, Technical Manager, HSE Manager	Quality Manager	28 February each year	Minutes of meetings to be kept. Corrective actions to be documented.

Customer satisfaction is and will remain the key objective of every project / works that is undertaken.

Quality Objectives have been set. The company's targets are achieved through use of the certified quality control system, operating procedures, employee competence, technical knowhow and experience. This combined with top management commitment to providing a superior quality product in a safe environment whilst following all legal requirements results in a product far superior to our competitors.

- Customers will be asked to complete a quality survey at the end of each project.

Objective	Resources Required	Responsibility	Completion date	Evaluation
Get customer feedback from projects over \$10,000	Quality manager	Quality Manager	Every month	Minutes of meetings to be kept. Corrective actions to be documented.

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- Non-conformant will be dealt with in the quickest possible manner and measures will be put in place to ensure a re-occurrence doesn't happen.
- We strive to have Zero customer complaints and zero non-conformant to customer specifications.

Safety to Human and Equipment is fundamental to everything our everyday work at Megatronic Power Systems. The Company's HSE Management System is to be understood and followed by all employees.

- Achieve a 100% safety record for people and equipment and environment.
- All Legal and Customer requirements will be met if not succeeded.

We at Megatronic Power Systems want to provide the best design solution to our customers Electrical and Controls Systems projects, to the best possible Quality, at the best Price and in the Safest possible manner.

Megatronic Power Systems Pty Ltd requires that all colleagues are to be passionate advocates actively incorporating our concepts into their work to ensure the effectiveness and integrity of our business management system.