



Mongolia:
Enhancing Resource
Management through
Institutional Transformation



QUALITY OBJECTIVES & PLANNING TO ACHIEVE THEM

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June 2018

- ISO 9001:2015 Clause 6.2 => Planning of Quality Objectives.
- Top management must PROVIDE the LEADERSHIP, ORGANIZATION and RESOURCES to deploy and achieve planned quality objectives.
- Consistent with Quality Policy.
- Quality objectives need to be deployed throughout relevant parts of the organization: Adm., M&E, Inv & policy dev., Social dev., Env., Finance & state fund, Law & justice.

- Must be **DEPLOYED, MEASURED** and **MONITORED**.
- Take into account applicable requirements
- Effective **REVIEW** of the measurements results by top management.
- Relevant to conformity of services and enhancement of customer satisfaction.
- Must be achieved within a **DEFINED TIME PERIOD** and be updated as appropriate.

- Part of Quality Plan: What to do / What resources / Who / When / How
- Part of management review process (see 9.3.2)
- **BE REALISTIC!**

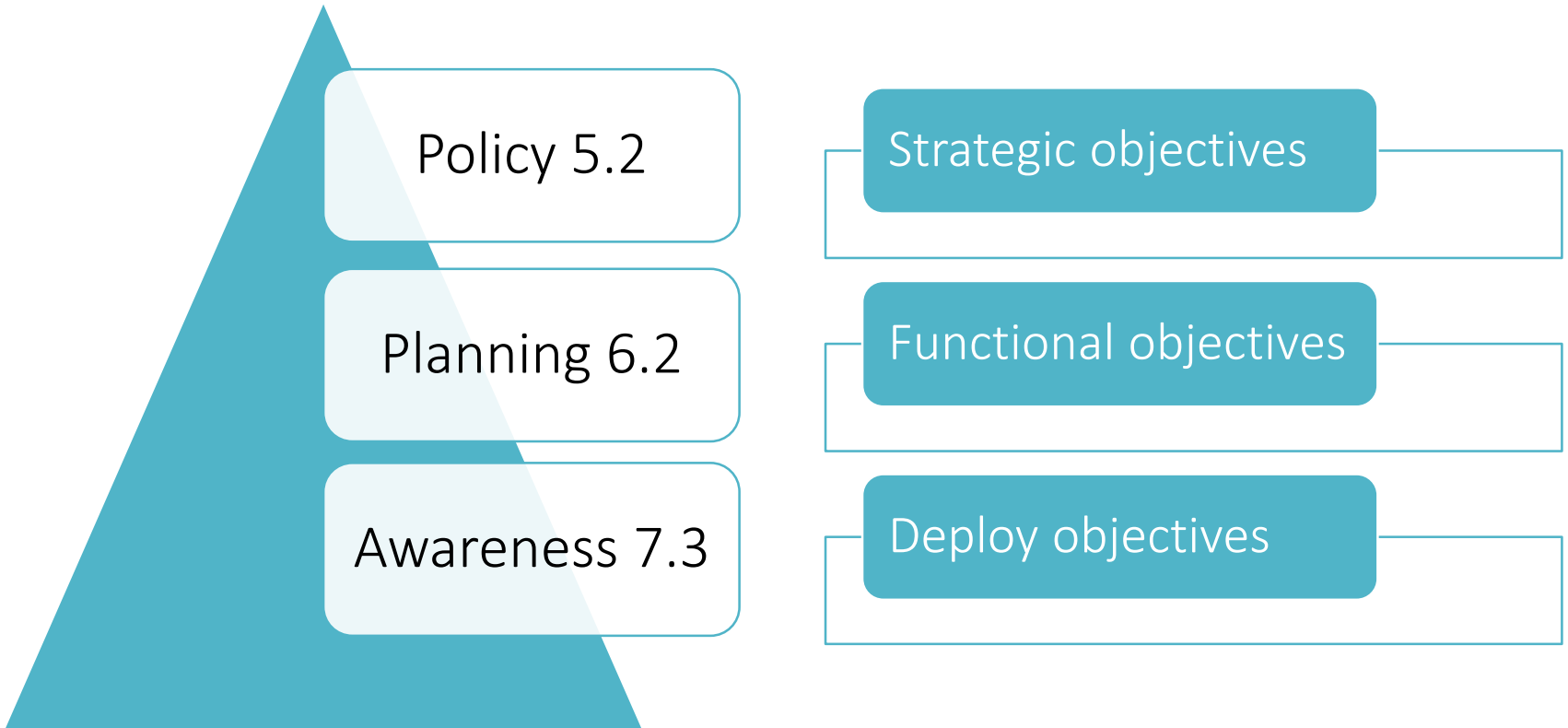
WHY?

- To align quality objectives with the quality policy throughout the organization.
- To align everyday work with the quality policy.
- Provide targets against which results can be measured and performance can be easily reviewed.
- To drive improvement, **WHAT GETS MEASURED, GETS DONE.**

OBJECTIVES SMART

- **An objective is a clear statement of something that needs to be accomplished over a period of time. SMART objectives are:**
- **Specific** – states exactly what you need to achieve
- **Measurable** – includes a quality or quantity measure
- **Agreed** – between you and your Reviewer
- **Realistic** – can be challenging but must be achievable
- **Time bound** – with a clear end date or timescale

CASCADE OF OBJECTIVES



MAN ON THE MOON!

- JFK May 25, 1961

“ ...I believe that this nation should commit itself to achieving the goal, before this decade is out, of landing a man on the Moon and returning him safely to the Earth! ...”



video quality objectives explanation.mp4