



Mongolia:  
Enhancing Resource  
Management through  
Institutional Transformation



# QUALITY POLICY, QUALITY OBJECTIVES AND QUALITY PLAN

Michel Greaves

CESO TA MERIT

June 2018



- 3 GROUPS ( 5 PERSON PER GROUP)
- IDENTIFY A LEADER (FACILITATOR), PRESENTER & SCRIBE (NOTE TO BE KEPT AND REPORTED TO M & E)
- USE THE MODEL OF SMART OBJECTIVES
- USE THE MODEL OF WHAT TO DO / WHAT RESOURCES / WHO / WHEN / HOW
- ESTABLISH QUALITY POLICY (TOP MANGAEMENT GROUP)
- ESTABLISH ONE QUALITY OBJECTIVE (process, department)
- PREPARE A QUALITY PLAN FOR THIS OBJECTIVE
- PP PRESENTATION
- 30 MINUTES FOR THE PREPARATION
- 15 MINUTES PER GROUP FOR PRESENTATION.

**QUESTIONS?**