

# QUALITY OBJECTIVES

## 1 PROJECT PLANNING

QUALITY OBJECTIVES	WHERE	WHO	WHEN	HOW
Achieve 80% on-time for completion of drawings and BQ	Drawing Registration and Tracking Log	Draftsperson	Each Project	Summary of Records
Achieve >80% accuracy on engineering design	Engineering Change Control Form	Engineers	Each Project	Summary of Records



## 2 PURCHASING & LOGISTICS

QUALITY OBJECTIVES	WHERE	WHO	WHEN	HOW
<5 customer complaints on late delivery	Corrective Action	Purchaser	Yearly	Management Review
>60% score on supplier evaluation	Supplier Evaluation Form	Purchaser	Yearly	Management Review
>60% score on contractor evaluation	Contractor Evaluation Form	Purchaser	Each Project	Management Review



## 3 FABRICATION

QUALITY OBJECTIVES	WHERE	WHO	WHEN	HOW
Achieve >80% accuracy based on approved drawings	Engineering Change Control Form	Engineers	Completion of Project	Summary of Reports
Achieve <10 defects found by customer upon delivery	Defects Punch List	Engineers	Completion of Project	Summary of Reports



## 4 FIELD INSTALLATION

QUALITY OBJECTIVES	WHERE	WHO	WHEN	HOW
Achieve >80% completion on time	Pressure Test Report	Engineers	Each Project	Summary of Reports
Achieve >80% first time approval during customer walk-thru inspection	Defects Punch List	Engineers	Each Project	Summary of Reports



## 5 AFTER-SALES SERVICE

QUALITY OBJECTIVES	WHERE	WHO	WHEN	HOW
Achieve <3 working days response time to customer service request	Service Enquiry Log Book	Service Coordinator	Each Enquiry	Summary of Records
Achieve not <70% on-time service as per quarterly schedule	Quarterly Service Planner	Service Coordinator	Each Service	Summary of Records
Achieve not <80% on-time completion as per job scope	Service Order	Service Coordinator	Each Service	Summary of Records



## 6 TRAINING

QUALITY OBJECTIVES	WHERE	WHO	WHEN	HOW
≥2 training programme per year	Training History Record	HR	Yearly	Summary of Records



Approved By,

*SJ Chew*

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Managing Director