This Statement of Objectives has been prepared to demonstrate compliance with ISO 9001:2015, Clause 6.2, and to support the integrated Management System Manual. In alignment with our Quality Management System and commitment to continual improvement under ISO 9001:2015, the following measurable Quality Objectives have been established:

Financial & Operational Performance

- **EBIT:** Achieve and maintain ≥ 30%.
- **Return on Capital Employed (ROCE):** maintain a strong and sustainable ROCE to ensure effective use of capital resources.
- **Written-Off Stock:** Limit written-off stock losses to ≤ £20k Per annum.

Customer Focus

- **Customer Satisfaction and Participation:** Achieve an overall customer satisfaction rating of 80% or higher from Civil and Defence customers, based on a minimum of 12 Civil and 6 Defence completed survey responses per year.
- **Customer Complaints:** Reduce justified complaints by 10% year-on-year.
- **On-Time Delivery:** Achieve ≥ 90% on-time delivery performance to meet customer expectations and contractual commitments.

People & Organisational Effectiveness

- **Staff Turnover:** Maintain ≤ 15% annual turnover.
- **Training & Competence:** Ensure 100% completion of mandatory training.

These Objectives are monitored regularly through defined KPIs, management review processes, and performance analysis to ensure ongoing compliance with ISO 9001 requirements and continual improvement of the Quality Management System.

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Document Control - Revision History

Revision	Date	Description of Change	Author	Approved By	Approval Date
6	25-Mar-26	Header revision to Include due date	A.Molloy	L.Stirrup	25-Mar-26
7	18-May-26	Addition of revision table, Format amendments	A.Molloy	L.Stirrup	18-May-26