

## **DIAGNOSYS QUALITY OBJECTIVES**

The DiagnoSYS Quality Objectives are:

### ***Process Performance***

Set and Monitor Performance through KPI's. Establish metrics to monitor processes and review through the Management Review System.

### ***Customer Satisfaction***

Through the use of established communication routes, gain feedback from our customers, which can be used as measurements of our business. These measurements to include Customer Complaints, RMA's and KPI's.

### ***Expansion of Customer Base***

Increase DiagnoSYS customer awareness and product base by advertising the brand and establishing a corporate presence through the use of modern media.

### ***Employee Communication & Feedback***

Communication established throughout the company using modern media. Board meetings minutes and decisions are communicated to all employees, where appropriate. The utilisation of personal development plans and appraisals to further compliment and develop the skills our workforce have to ensure our customer needs and expectations are met or exceeded.

### ***Delivering the Quality Message***

Ensure all opportunities are taken to deliver the Diagnosys quality message. Ensure we communicate the high quality standards we work to and ensure DiagnoSYS is at the leading edge of its chosen market segments.

### ***ISO Certification***

Ensure continued successful certification to BS EN ISO 9001:2000 is maintained across all locations.

### ***Continuous Improvement***

Ensure the QMS is reviewed for effectiveness and used as a tool for continuous improvement.



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