



OBJECTIVES

At the simplest level, an objective is a statement of a desired outcome. Most of us perform better when presented with a challenge. We therefore set out the following overall objectives to give our organisation focus and direction:



Customer Satisfaction: To consistently satisfy the needs and expectations of our customers

We regularly perform customer care surveys aimed at establishing levels of satisfaction, and helping us to identify opportunities for improvement.



Stakeholder satisfaction: To achieve an adequate return on investment for our stakeholders.

We annually budget financial targets for turnover, sales and profits and other measurements. We aim to achieve maximum efficiency from our equipment resources, and set targets for production, utilisation and MTBF.



Employee satisfaction: To provide a safe, challenging and rewarding work environment for our personnel

We regularly perform employee meetings/surveys aimed at establishing levels of satisfaction, and helping us to identify opportunities for improvement. We set targets for LTI (Lost Time due to Injury), LTIFR (Lost Time Injury Frequency Rate), and MTI (Medical Treatment Injuries)



Community satisfaction: To be an environmentally responsible member of the community in which we operate

We have set a target for limiting energy consumption and the percentage of material wasted through our recycling program, partnering with key suppliers, sponsorship of environmental organisations and our environmental program (Facility Green).

We set measurable targets related to each of the above. These are monitored on a regular basis, and progress / changes are considered as part of our Management review. These overall objectives are supplemented by a series of supporting objectives for critical processes and KPIs (Key Performance Indicators) for all managers. For further details, please see the Objectives module of Qudos 3.