

QUALITY OBJECTIVES

Year: 2026

Objective	Target	Measurement	Records / Evidence	Responsible	Review Frequency
1. Training, Inspections Quality & Customer Satisfaction	Minimum average customer satisfaction score of 90% across all programs. Reduce customer complaints by 20% compared to 2025	Customer feedback scores (%)- Number of complaints received and resolved	Customer feedback forms, Complaints register, CAPA records	Centre Manager, Technical Manager, Trainers, Inspectors	Monthly monitoring, Quarterly review, Annual management review
2. Trainer/ Inspector Competence & Development	100% of trainers & Inspectors meet qualification/certification requirements- Minimum 2 CPD activities per trainer per year- At least 1 formal observation per trainer/ Inspector per year	CPD completion rate- Observation records- Trainer/ Inspector qualifications & approvals	Personal files- CPD logs- Observation reports	Centre Manager, R	Quarterly monitoring, Annual review
3. Regulatory & Accreditation Compliance	Zero major non conformities in audits and inspections, Close 100% of minor non conformities within agreed timelines	Audit findings (internal & external) Non conformity closure rate	Internal/external audit reports, CAPA logs	Centre Manager	Audit reviews, Annual review



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4. Assessment & Certification Accuracy	100% accuracy in assessment records and certificate issuance, 100% assessments and certificates issued on time	Audit of assessment records. Timeliness of certification	Assessment logs, Certificate issuance records, Internal audit reports	Centre Manager Trainers/Assessors, Inspectors	Monthly monitoring, Annual review
5. Internal Audit & Continuous Improvement	100% of planned internal audits completed Implement at least 90% of identified improvement actions	Audit completion rate, CAPA implementation status	Internal audit schedule & reports, CAPA records	Internal auditors, Centre Manager	Quarterly review, Annual review
6. Asset Control & Maintenance	100% asset verification annually, 100% of planned preventive maintenance completed, Reduce training disruptions due to equipment/facilities by 15%	Asset register accuracy, Maintenance completion rate, Incident reports	Asset register, Maintenance logs, Incident/complaint logs	Centre Manager, Operations Lead	Quarterly review, Annual review

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7. Health, Safety & Risk Management	Zero lost time incidents involving staff, trainers, or learners- Minimum 2 emergency drills conducted and evaluated	Incident reports, Drill completion and evaluation	Incident reports, Drill evaluation reports- Risk assessment records	Centre Manager, MER team	Monthly monitoring, Quarterly review
8. Documentation & Record Control	100% compliance with document control procedures, Annual review of all critical policies, procedures, and forms	Document control compliance audits, Document review completion	Master document list, Review logs, Audit findings	Centre Manager	Quarterly review, Annual review
9. Operational Efficiency & Timeliness	95% on time course commencement and completion, Reduce administrative delays by 15%	Schedule adherence, Processing time for registrations/approvals	Course/ Inspection schedules, Operations reports, Delay logs	Centre Manager, Operations/ Inspection coordinator	Monthly monitoring, Quarterly review
10. Management Review & Performance Monitoring	100% planned management review meetings conducted, Minimum 3 quality improvement initiatives identified and implemented	Number of management review meetings- Number of improvement initiatives implemented	Management review minutes, Improvement action logs	Centre Manager	Quarterly review, Annual review