

# ISO 9001 Quality Objectives Template + SMART Examples by Department



## SMART Objectives for ISO 9001 Template

Parameter	Description
Specific	Clearly define the objective (e.g., reduce defect rate)
Measurable	Quantify the desired outcome (e.g., by 10%)
Achievable	Ensure the objective is realistic and attainable based on available resources
Relevant	Aligned with standard & company goals
Time-bound	Define time period (e.g., within 6 months)

## Sample Quality Objectives by Department

Department	SMART Objective Example
Quality	Do not exceed non-conformance greater than or equal to 2% per quarter in Internal Audits
Production	Improve line efficiency by 8% within the next 6 months
Procurement	Reduce suppliers' non-conformance reports by 20% over the next fiscal year
HR	Complete ISO training for 100% staff within 30 days of onboarding
Management	Conduct 4 management reviews per year, ensuring 100% completion of quality objective status

Note: All percentage-based and measurable objectives provided above are based on common industry practices; however, they can be adjusted at the discretion of the manufacturer, depending on the organization's specific context and goals.

## Review & Monitoring

- Are quality objectives aligned with organizational goals?
- Are key performance indicators (KPIs) tracked quarterly?
- Are deviations from targets reviewed and discussed during management review meetings?
- Are corrective or preventive actions implemented when targets are achieved?