

MEASUREMENTS AND KEY OBJECTIVES SUMMARY

The Key Measurements Summary is a critical starting point to compile your measurements. Use this tool to capture quality objectives, product measures, process measures, customer satisfaction, supplier performance, and your QuEST Forum reported data. This tool allows the organization to have a central location to discuss all required measures for TL 9000 certification making it easy to monitor your business progress

Major Business Objective	Process	Key Performance Indicator & Goal	Calculation	Data Source
[Business Objective aligned with customer satisfaction]	[Documented Process that supports customer satisfaction]	Customer satisfaction [Goal]	[Detail what data comprises customer satisfaction data]	[Document the location of the data for customer satisfaction]
[Business Objective aligned with supplier/vendor performance]	[Documented Process that supports supplier/vendor management]	Supplier Performance [Goal]	[Detail what data comprises customer satisfaction data]	[Document the location of the data for customer satisfaction]
[Business Objective aligned with other business goals]	[Documented Process that supports the goal]	[Goal]	[Detail what data comprises the goal]	[Document the location of the data for the goal]
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