



Administrative Change Management Page

Version	Date	Approved By	Summary of Changes
01	6/4/2026	Wesley King	Initial Release

1. Introduction

The planning process for achieving quality objectives is designed to ensure that the organization's strategic direction, operational activities, and customer expectations are aligned with the requirements of the QMS and applicable industry standards. Quality objectives are established at relevant functions and levels within the organization to promote accountability, measurable performance, risk-based thinking, and continual improvement.

When planning how to achieve quality objectives, Smith Brothers Pipe considers:

- Customer and regulatory requirements;
- Operational risks and opportunities;
- Product conformity and service reliability;
- Resource availability and competency needs;
- Process performance and efficiency;
- Safety, environmental, and business continuity considerations; and
- Opportunities to enhance customer satisfaction and operational effectiveness.

2. Scope

This procedure applies to all departments, processes, and functions involved in setting and achieving quality objectives at Smith Brothers Pipe.

3. Responsibilities

- Top Management:
 - Establish and approve quality objectives consistent with the Quality Policy and business strategy.
 - Provide resources needed to achieve objectives.
- Department Managers:
 - Develop measurable objectives for their functions aligned with company-wide goals.
 - Plan actions, timelines, and responsibilities for achieving objectives.
 - Monitor progress and report result during Management Reviews.
- Quality Manager:
 - Maintain records of objectives and planning.
 - Monitor and report progress on achievement to top management.
 - Ensure objectives are reviewed for effectiveness during audits and reviews.
- All Employees:
 - Support achievement of objectives relevant to their roles.

4. Procedure

4.1 Establishing Objectives

- Quality objectives shall be:
 - Consistent with the Quality Policy.
 - Measurable and time bound.
 - Relevant to enhancing customer satisfaction and product conformity.
- Company-wide objectives are set at least annually by Top Management.
- Department managers develop supporting objectives aligned with company-wide goals.

4.2 Planning to Achieve Objectives

For each objective, the following shall be documented in a QMS REC 02 Quality Objectives

Objective description.

- Responsible person/department.
- Required resources (personnel, equipment, budget, training, etc.).
- Actions to achieve the objective.
- Timeline and milestones.
- Method of measurement/monitoring.

4.3 Monitoring & Review

- Progress toward objectives is monitored monthly by department managers.
- Results are compiled by the Quality Manager and presented during quarterly management reviews.
- If objectives are not on track, corrective actions or revised plans are developed.

4.4 Evaluation & Continual Improvement

- At the end of the review period, Top Management evaluates the achievement of objectives.
- Lessons learned are used to set new or revised objectives.
- Unmet objectives must be carried forward with an improved plan unless no longer relevant.

5. Related Documentation

- QMS REC 02 Quality Objectives Action
- Company Monitoring reports.
- QMS REC 06 Management review agenda and minutes.