



## Setting Measurable Objectives Workshop (2 Day)

### Workshop Outline:

ISO 9001, ISO 14001 and OHSAS 18001 require that measurable performance objectives be developed, implemented and analyzed as part of the continual improvement effort of management systems. This workshop helps participants understand how to extract objectives from the QHSE policy framework of an organization, and to ensure that these objectives help achieve business requirements. Participants will learn strategies for setting and achieving objectives, and how to establish an objective setting program that is adaptable to an organization's changing priorities.

### Workshop Goals:

- Understand the framework for setting measurable objectives
- Learn to set corporate and functional objectives
- Understand the importance of involving employees in setting objectives
- Establish performance parameters
- Understand ways to measure performance
- Discuss how to analyze data and manage the system

### Recommended Training and/or Experience:

None

**Date:** June 13 - 14  
**Location:** 16 Forest Road, Suite 301 (Old Queen's College Building)  
**Time:** 9:00 am to 5:00 pm  
**Fee:** \$800.00 plus HST/ admin fee  
*(Meals and materials will be provided)*  
All workshop fees must be paid at the time of registration.

### Cancellation Policy:

Cancellation requests received more than 7 calendar days before the start date of the workshop will receive a refund of the workshop fee minus a \$100 administration fee. Cancellation requests received within the 7 calendar days before the start date of the workshop will be non-refundable. Quality Matters Inc. reserves the right to cancel any workshop; full refunds will be granted.

### Substitution Policy:

Substitutions of participants will be permitted at any time prior to the start of the workshop.

For more information or to register, contact Quality Matters Inc. at (709) 722-7860, or email us at [training@qualitymatters.net](mailto:training@qualitymatters.net) or visit our web site @ [www.qualitymatters.net](http://www.qualitymatters.net).



**WORKSHOP  
REGISTRATION FORM**

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**Setting Measurable Objectives Workshop  
(2 Day)**

Please fax to: **Quality Matters Inc.**  
16 Forest Road, Suite 301  
St. John's, NL A1E 0A5  
Fax: 709-739-4864

Name: \_\_\_\_\_

Company: \_\_\_\_\_

Title: \_\_\_\_\_

Address: \_\_\_\_\_

Town/City: \_\_\_\_\_ Province: \_\_\_\_\_

Postal Code: \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email Address: \_\_\_\_\_

Workshop Date: \_\_\_\_\_

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**IMPORTANT NOTE:** For the Internal Auditor and Lead Auditor workshops, there is a prerequisite that the registrant must have an adequate knowledge and understanding of the applicable standard or specification, gained through training and/or experience. If you are registering for any of these workshops, have you met the specified prerequisite?  Yes  No

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**Method of Payment:**  Cheque enclosed (payable to Quality Matters Inc.)  
 Invoice me

Signature: \_\_\_\_\_

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**How did you hear about this workshop?**

Brochure  Website  Email  
 Referral  Other  Sales Call

Is your company registered to ISO 9001, ISO 14001 or OHSAS 18001? Yes  No

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