



Sunstone Cafe / 30 Jul 2019 / Allysa Cattan

Quality Objectives Template

Complete

| | |
|--|-----------------|
| Failed items | Created actions |
| 0 | 0 |
| Company Sunstone Cafe | |
| Location/Branch 1820 Marys Way, Kingsford, MI, 49802 | |
| Prepared by Allysa Cattan | |
| Created on 📅 30th Jul, 2019 ⌚ 3:41 PM +08 | |

Quality Policy to Quality Objectives


Quality Policy

Quality Policy 1

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| Guarantee client's satisfaction |
| Quality Objective Maintain at least 95% client satisfaction |
| Quality Indicator (How will we measure success?) Satisfaction questionnaires/surveys |
| Periodicity (How often will we check if we're meeting the quality objective?) Every last Friday of each month |
| Responsibility (Who is/are the person/teams responsible for achieving this objective?) Wait staff and branch manager |

Quality Policy 2

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| Continuously improve service quality |
| Quality Objective Ensure 100% of menu items are available always |
| Quality Indicator (How will we measure success?) Satisfaction questionnaire/surveys |
| Periodicity (How often will we check if we're meeting the quality objective?) Every 2 weeks |
| Responsibility (Who is/are the person/teams responsible for achieving this objective?) Wait staff and branch manager |

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|---|
| Quality Manager's Signature |
|  |
| Allysa Cattan 30th Jul, 2019 3:46 PM +08 |