

Objectives & Planning to Meet Them

Estate Insurance Group

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V1
Approved By JS

Responsibilities:
The Managing Director is responsible for this function.

High Level Process

START

Setting objectives at relevant functions
The MD of EIG will set objectives at various functions throughout the business.

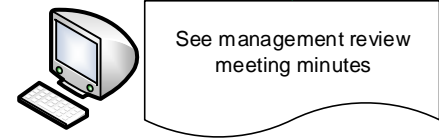
Communication of Objectives
The Managing Director will set out his objectives with the context presentation. These cover 9001 and any regulatory needs.

Measures
The Managing Director will review objectives and ensure that the following are considered:

Review
Objectives & targets will be reviewed at the six monthly management review meetings

Records
Records will be maintained of these reviews.

FINISH



Detailed Instruction

These are detailed within the context presentation.

In doing so objectives must be:

- A) consistent with policy
- B) Be measurable
- C) Take account of applicable requirements
- D) To be relevant to conformity of products & services
- E) Be monitored
- F) Be communicated
- G) be updated as appropriate

- A) What will be done
- B) what resources will be required
- C) who will be responsible
- D) when it will be completed
- E) how the results will be evaluated