

## Quality Objectives

1. **Purpose** To continuously maintain and improve the quality of .....Logistics service standard
2. **Covering Scope**
  - 2.1 Service of Buyer Consolidation (Appendix A)
  - 2.2 Service of International Sea freight forwarding : NVOCC (Appendix B)
  - 2.3 Service of Import Customs Clearance (Appendix C)
  - 2.4 Service of Export Customs Clearance , Tax refund, and customs privilege (Appendix D)
  - 2.5 Service of Domestic Transport (Appendix E)
  - 2.6 Service of Warehousing (Appendix F)
  - 2.7 Service of Container Yard (Appendix G)
  - 2.8 Service of Maintenance & Repairing (Appendix H)
  - 2.9 Marketing & Logistics Solutions (Appendix I)
  - 2.10 Quality & Safety (Appendix J)
3. **Definition**
  - 3.1 **Steering Committee Member** (SM) members: N Class up
  - 3.2 **Working Group** includes middle management team both Thai and Japanese which are manager and assistant manager (Y Class) of operation function group.
  - 3.3 **Standard Operating Procedure : SOP** means the document that explains a set sequence of steps or series of working process identifying the detail of people accountability (who), kind of task (what), purpose of task (why), place to process (where), and time of occurring (when).
  - 3.4 **Work instruction: WIN** means the document that describes a specific method of accomplishing a task (How). It is a working method or technique of each processes such as how to finish shipping instruction sheet, how to stuff into the container and so forth.

#### 4. General Practices

- 4.1 QSG will develop KPI Web application for monitoring, measuring and evaluating the achievement of Quality Performance as monthly report. Also, QSG has defined the employees' permission as the table below.

User	KPI Web application Parameters				
	View	Record / Save	Adjust / Maintain	Comment	Suggest Corrective and Preventive Action plan
• SM	✓			✓	✓
• Manager in charge level	✓			✓	✓
• Web Admin of each group	✓	✓	✓		

- 4.2 QSG will update employee data and web.
- 4.3 ITG will update network security follow by the information security standard.
- 4.4 Operation Manager in charge level will perform under the quality objective which becomes effective after settle target of key performance Indicators (KPI) within 30 working days.

Only ISOTHAI member.

#### 5. Follow up the Competency

- 5.1 Operation Manager in charge level
- 1) Assign a team or person in charge window to gather and record past actual performance KPI (as defined in covering scope (appendix A - K) onto KPI Web Application as monthly input within the 7<sup>th</sup> working day of next following month. ([http://172.19.101.207/isoprogram/\\_KPI/](http://172.19.101.207/isoprogram/_KPI/))
  - 2) In the period of KPI Web Application developing phase of some functions;
    - The KPI template should be created on each function's responsibility to gather the raw data
    - Each functions will analyze the result on the actual data of each KPIs and share to QSG within 7<sup>th</sup> working day.
- 5.2 SM considers the competency of each KPI acknowledged periodically by the Web Application alert and provides the useful corrective and preventive action plan to the accountable manager.

## **6. Competency Evaluation**

6.1 QSG summarizes and analyzes data to present to SM and working group every 6 months;

- 1) 1<sup>st</sup> and 2<sup>nd</sup> quarter (April – September), data analysis will be conducted at the 2<sup>nd</sup> week of October.
- 2) 3<sup>rd</sup> and 4<sup>th</sup> quarter (October - March), data analysis will be conducted at the 2<sup>nd</sup> week of April.

6.2 QSG and working group will consider the data evaluation and propose the corrective and preventive action plans to the SM Meeting. The corrective and preventive action plans have to cover procedure and method, sufficiency and readily of equipments, human resource, personal skill, material, and environment.

6.3 SM

- 1) Consider and decide the corrective and preventive action plans presented in 6.2, or contribute the other corrective and preventive action plans. Also, assign the accountable person and time frame of action and progression follow up.
- 2) Consider and review the Quality Objective at least once a year before the fiscal year end.

Operation Manager in charge level is responsible for review or provides the major Standard Operating Procedures (SOP) and/or Work Instructions (WIN) and also to support every working group to realize and convince in Quality Objective in order to get the best execution including extremely and continuously control and monitor the practices. This will lead to the achievement of Quality Objective obviously.

This Quality Objective will become effective since 1 October 2010.

Announced on 27 September 2010

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Vice President &  
Chief Operating Officer