



## Quality Objectives

Sl. #	Quality Objective	Target	Source of data	Process Owner
1.	Customer Satisfaction Index	>75%	CSI Format	Top Management
2.	Customer complaints	10% less than previous year	Complaint register	Faculty
3.	Schedule adherence as per IEP Achieved (A)	50%	IEP	Faculty
4.	Schedule adherence as per IEP Partially Achieved (PA)	35%	IEP	Faculty

  
 Approved by: Principal