



# Quality Objectives Template

Sunstone Cafe / 29 May 2023 / Allysa Cattan

**Complete**

Score	<b>0%</b>	Flagged items	<b>0</b>	Actions	<b>0</b>
<b>Company</b>	Sunstone Cafe				
<b>Location/Branch</b>	1820 Marys Way, Kingsford, MI, 49802				
<b>Prepared by</b>	Allysa Cattan				
<b>Created on</b>	29.05.2023 13:26 PST				

## Quality Policy to Quality Objectives

### Quality Policy

#### Quality Policy 1

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

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

#### Quality Manager's Signature



Allysa Cattan  
29.05.2023 13:28 PST