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Your Option Services Ltd

Quality Objectives & Actions

Aligned with ISO 9001:2015 (clause 6.2)

23 June 2026.

Document control

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Approving authority	Lisa Dumonbreville, Chief Executive Officer
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1. Purpose and ISO 9001 context

This document sets out the quality objectives of Your Option Services Limited (“YOSL”, “the Company”) and the actions in place to achieve them, in line with clause 6.2 of ISO 9001:2015. It supports the Company’s commitment to delivering consistent, high-quality services that meet customer, legal and regulatory requirements, and to continually improving its quality management system (QMS).

For each objective, this document records the target, the actions to achieve it, who is responsible, the resources required, the timescale, and how progress is measured and evaluated — the planning elements required by clause 6.2.2 of the standard.

Document control: This record is maintained within YOSL’s quality management system in accordance with ISO 9001:2015 — controlled issue and versioning, a defined owner and approving authority, and monitoring with periodic review.

2. Scope

These objectives apply to all of YOSL's services and the processes that support them, from enquiry and tender through mobilisation, service delivery and completion. They are derived from the Company's Quality Assurance Policy and its understanding of customer requirements, and are owned at senior level.

They are reviewed, and progress against them evaluated, through the Company's management review process at least annually.

3. How our quality objectives are set

YOSL's quality objectives are measurable, consistent with the quality policy, and focused on the things that matter most to its clients and to the conformity of its services. They concentrate on:

- getting work right first time and to the required standard;
- responding promptly and reliably to clients;
- achieving high customer satisfaction and resolving complaints well;
- employing competent, well-trained people;
- keeping accurate job records and documentation; and
- managing suppliers and continually improving the QMS.

The objectives that follow address each of these areas.

4. Quality objectives and actions

Objective 1 — Deliver consistent, right-first-time quality

Target / KPI	Complete jobs right first time to the required standard, reducing rework and quality defects, with the aim of zero recurring defects on completed jobs.
Actions to achieve it	Work to RAMS, method statements and clear job specifications; carry out quality checks and sign-off before a job is closed; capture complete and correctly placed before/after photographic evidence; learn from any rework or defect.
Responsibility	Operations Manager; Compliance
Resources	RAMS and procedures; trained operatives; job-tracker and records system
Timescale	Ongoing; reviewed at management review
Measurement & monitoring	Rework rate; number of defects/nonconformities; proportion of jobs passing sign-off first time
Status	In progress

4. Quality objectives and actions (cont.)

Objective 2 — Respond promptly and reliably to clients

Target / KPI	Acknowledge and attend jobs within the agreed or contractual timescales, meeting service-level response and completion targets.
Actions to achieve it	Effective scheduling and resource planning; clear allocation of jobs with full and correct details; confirm the right resources, equipment and consumables are in place before assigning work.
Responsibility	Operations Manager
Resources	Scheduling / job-tracker system; fleet and operatives
Timescale	Ongoing
Measurement & monitoring	% of jobs meeting response and completion SLAs; number of late jobs
Status	On track

4. Quality objectives and actions (cont.)

Objective 3 — Achieve high customer satisfaction and resolve complaints well

Target / KPI	Maintain high client satisfaction; acknowledge complaints promptly and resolve them within target, using the learning to improve services.
Actions to achieve it	Seek structured client feedback; handle complaints under the Complaints Handling Policy; review complaint trends and act on root causes.
Responsibility	Compliance; CEO
Resources	Client feedback process; complaints log
Timescale	Ongoing; reviewed annually
Measurement & monitoring	Client satisfaction; number and outcome of complaints; resolution times
Status	In progress

Objective 4 — Ensure a competent, well-trained workforce

Target / KPI	All operatives competent and trained for their roles, with mandatory training current (target 100%).
Actions to achieve it	Structured induction; mandatory and role-specific training; competence assessment before unsupervised work; maintain an up-to-date training matrix.
Responsibility	Compliance; Operations Manager
Resources	Training matrix; internal and external training
Timescale	Ongoing
Measurement & monitoring	% of mandatory training current; competence assessments completed
Status	On track

4. Quality objectives and actions (cont.)

Objective 5 — Maintain accurate job records and documentation

Target / KPI	Every job recorded completely and accurately on the job tracker — correct property and job details and correct before/after photographic evidence — with no missing or misplaced records.
Actions to achieve it	Clear standards for job records; checks before job closure; provide suitable tools and support for photo uploads; address recurring record errors promptly, including through performance management where needed.
Responsibility	Operations Manager; Compliance
Resources	Job-tracker system; suitable equipment; guidance and training
Timescale	Ongoing; monitored weekly where issues arise
Measurement & monitoring	Record-accuracy / error rate; completeness of job files at sign-off
Status	In progress

Objective 6 — Strengthen supplier and subcontractor performance

Target / KPI	Use only approved suppliers; apply supplier controls at the required frequency; no critical supplier failures.
Actions to achieve it	Maintain the approved suppliers register; carry out supplier assessment and periodic review; act on poor performance.
Responsibility	Compliance
Resources	Approved suppliers register; supplier assessment process
Timescale	Ongoing; reviewed annually
Measurement & monitoring	% of suppliers reviewed on schedule; number of supplier-related issues
Status	On track

4. Quality objectives and actions (cont.)

Objective 7 — Continually improve the QMS and maintain ISO 9001 certification

Target / KPI	Maintain ISO 9001 certification; close internal-audit and corrective actions on time; no major nonconformities.
Actions to achieve it	Run the internal audit programme; hold management reviews; manage nonconformity and corrective action; maintain document control.
Responsibility	Compliance; CEO
Resources	Audit programme; management review; document control system
Timescale	Ongoing; reviewed at least annually
Measurement & monitoring	Audit nonconformities raised and closed; actions closed on time; certification status
Status	On track

5. Monitoring, review and continual improvement

Progress against these objectives is monitored using the indicators recorded for each one, and is reviewed at management review at least annually. Where an objective is not on track, the Company agrees corrective actions, and objectives and targets are updated as the business, customer requirements and the evidence change.

This reflects the Plan-Do-Check-Act approach at the heart of ISO 9001 and the Company's commitment to continual improvement of its quality performance.

6. Roles, responsibilities and review

- The CEO (Lisa Dumonbreville) holds overall accountability for the quality objectives and provides the resources to achieve them.
- The Compliance function maintains this document, tracks progress, and coordinates measurement, review and reporting.
- The Operations Manager delivers the actions relevant to service delivery and provides data for monitoring.
- All staff contribute to achieving the objectives through their day-to-day work.

Related documents: Quality Assurance Policy; Complaints Handling Policy; Training & Competence Policy; Document Control Policy; Approved Suppliers Register.

Standard: ISO 9001:2015 (Quality management systems), clause 6.2 — quality objectives and planning to achieve them.

This document is reviewed at least annually, or sooner where objectives, customer requirements, standards or business practice change.

7. Approval & document control

This document has been approved and signed below by the approving authority and is issued as a live record within YOSL’s quality management system.

Name & role	Signature	Date
Lisa Dumonbreville, Chief Executive Officer	<i>Lisa Dumonbreville</i>	23 June 2026

Revision history

Version	Date	Author	Summary of change
0.1	23 June 2026	Compliance & Documentation Manager (04)	Initial version created, approved and issued.