GRACE LANDSCAPES LIMITED		
BS EN ISO 9001:2008	QUALITY OBJECTIVES	OP.5
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The quality objectives of Grace Landscapes Limited have been identified to support our quality policy and set achievable targets for all areas and functions of the business and the quality management system.

These objectives will be reviewed during twelve month management review meetings and where appropriate new objectives shall be set to ensure Grace Landscapes Limited are achieving "excellence in all that we do" and continually improve the management system.

Our quality objectives are:

- To reduce the average number of site non-conformances identified during site quality inspection year on year.

- To maintain and where applicable improve the results of customer satisfaction surveys above a level of 85%