

# SMA'S QUALITY OBJECTIVES



The SMA's Quality Objectives which are also documented in the SMA's Quality Manual define how the Authority intends to significantly improve its effectiveness and overall performance. These objectives provide a clear direction to achieve the SMA's vision and strategic outcomes as set out in the current Corporate Strategic & Operational Plan.

The SMA's Quality Objectives are described as follows:

- 1) *To deliver radio frequency licensing services that meet the timelines defined in our Service Level Agreements (Processing Times).*
- 2) *To meet the KPI percentage (%) values established for the accurate assignment of spectrum, which is free from harmful interference.*
- 3) *To train and develop staff with the knowledge, new skill sets and tools necessary to achieve continued success in keeping with the organization's strategic training plan.*
- 4) *To collaborate with at least three (3) local and/or international regulatory partners to facilitate spectrum harmonization regulatory partnerships.*
- 5) *To evaluate and continuously improve our services to enhance customer satisfaction, and,*
- 6) *To continually improve performance of the QMS through the conducting of annual internal and external audits.*