



Emirates Quality Association Objectives
(2009 - 2010)

Emirates Quality Association Objectives (2009-2010)

Strategic Goal 1.0	Objectives 1.1	Performance Indicators				Cost (AED)	Responsibility	Duration
		Measures	Targets					
			2009	2010				
Spreading the culture of Quality and Organisational Excellence	Prepare a proposal for introducing the quality and organisational excellence concepts and terminology in Universities and Schools' curricula in the UAE	Forming a team with the Ministry of Education to prepare a syllabus	-	100%	-	-	The Strategy Committee	2009-2010
		Preparing / selecting a number of suitable syllabuses	-	-	100%	-		

Strategic Goal 1.0	Objectives 1.2	Performance Indicators				Cost (AED)	Responsibility	Duration	
		Measures	Targets						
			2009	2010					
Spreading the culture of Quality and Organisational Excellence	To coordinate with the cabinet office to approve quality initiatives in line with the UAE Government strategy and other strategies that emanate from this strategy.	The total number of approved quality and organisational excellence strategies throughout the federal Government.	-	-	-	2	-	The Chairman + The Vice Chairman + The Executive Director	2010

Strategic Goal 1.0	Objectives 1.3	Performance Indicators				Cost (AED)	Responsibility	Duration	
		Measures	Targets						
			2009	2010					
Spreading the culture of quality and organisational excellence	Holding a number of training workshops on quality and organisational excellence	Total number of workshops held	4	4	6	6	-	The Executive Director	2009-2010
		Total number of people trained	50	50	100	100			

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Strategic Goal 1.0	Objectives 1.4	Performance Indicators				Cost (AED)	Responsibility	Duration	
		Measures	Targets						
			2009	2010					
Spreading the culture of quality and organisational excellence	Holding a number of conferences and seminars on the subject of quality and organisational excellence	Total number of conferences held	-	1	-	1	-	The Executive Director	2009-2010
		Total number of Seminars held	1	2	2	2			
		Total number of people attended in all conferences and seminars held	50	300	100	400			

Strategic Goal 1.0	Objectives 1.5	Performance Indicators				Cost (AED)	Responsibility	Duration	
		Measures	Targets						
			2009	2010					
Spreading the culture of quality and organisational excellence	Producing Circulars and Publications	Total number of journals / circulars Published	1	1	2	2	-	The Technical Committee	2009-2010
		Total number of Magazines Published	1	2	2	2			
		Total number of people receiving the EQA publications	1000	1500	1500	2000			

Strategic Goal 1.0	Objectives 1.6	Performance Indicators				Cost (AED)	Responsibility	Duration	
		Measures	Targets						
			2009	2010					
Spreading the culture of quality and organisational excellence	Preparing studies and research in the area of quality and organisational excellence in conjunction with universities and research establishments	Total number of studies published	-	-	2	2	-	The Chairman	2009-2010
		Total number of research projects conducted	-	-	1	1			

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Strategic Goal 1.0	Objectives 1.7	Performance Indicators				Cost (AED)	Responsibility	Duration	
		Measures	Targets						
			2009	2010					
Spreading the culture of quality and organisational excellence	Building a specialized library with references on quality and organisational excellence and other related management topics	Total number of References Added	50	50	25	25	-	The Executive Director	2009-2010

Strategic Goal 1.0	Objectives 1.8	Performance Indicators				Cost (AED)	Responsibility	Duration	
		Measures	Targets						
			2009	2010					
Spreading the culture of quality and organisational excellence	Creating an electronic library	% completion	20%	50%	100%	-	-	The Executive Director	2009-2010
		Total number of references added	20	20	20	25			

Strategic Goal 1.0	Objectives 1.9	Performance Indicators				Cost (AED)	Responsibility	Duration	
		Measures	Targets						
			2009	2010					
Spreading the culture of quality and organisational excellence	Launching the Emirates National Excellence Award (ENEA)	% completion	50%	100%	-	-	-	The Chairman + The Executive Director	2009-2010
		Launching the first cycle	-	-	100%	-			
		Total number of participating companies in the first cycle	-	-	30	-			

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Strategic Goal 1.0	Objectives 1.10	Performance Indicators					Cost (AED)	Responsibility	Duration
		Measures	Targets						
			2009		2010				
Spreading the culture of quality and organisational excellence	Developing the EQA website	% completion	50%	100%	-	-	-	The Executive Director	2009-2010
		Total number of reviews for the EQA website	-	-	6	6			

Strategic Goal 2.0	Objectives 2.1	Performance Indicators				Cost (AED)	Responsibility	Duration
		Measures	Targets					
			2009	2010				
Publicising the EQA and its activities and objectives	Providing fully furnished and equipped office for the EQA,	% completion	100%	-	-	The chairman	2009	

Strategic Goal 2.0	Objectives 2.2	Performance Indicators				Cost (AED)	Responsibility	Duration
		Measures	Targets					
			2009	2010				
Publicising the EQA and its activities and objectives	Identifying the target audience and customer base.	% completion	100%	-	-	The Executive Director	2009	

Strategic Goal 2.0	Objectives 2.3	Performance Indicators				Cost (AED)	Responsibility	Duration
		Measures	Targets					
			2009	2010				
Publicising the EQA and its activities and objectives	Identifying the best means of communicating to the target audience and customer base.	% completion	100%	-	-	The Executive Director	2009	

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Strategic Goal 2.0	Objectives 2.4	Performance Indicators				Cost (AED)	Responsibility	Duration
		Measures	Targets					
			2009	2010				
Publicising the EQA and its activities and objectives	Developing and implementing a media plan for the EQA	% completion of developing the media plan	100%	-	-	-	The Communication Committee	2009-2010
		% completion of the implementation of the media plan	-	50%	-	80%		

Strategic Goal 2.0	Objectives 2.5	Performance Indicators				Cost (AED)	Responsibility	Duration	
		Measures	Targets						
			2009	2010					
Publicising the EQA and its activities and objectives	Contributing and supporting a corporate social responsibility projects	Number of activities with social or environmental dimension	1	1	1	2	-	The Communication Committee	2009-2010

Strategic Goal 2.0	Objectives 2.6	Performance Indicators				Cost (AED)	Responsibility	Duration	
		Measures	Targets						
			2009	2010					
Publicising the EQA and its activities and objectives	Attracting new members to join the EQA.	Total number of new members (People)	20	20	20	20	-	The Executive Director	2009-2010
		Total number of new members (Organisations)	50	50	50	50			

Strategic Goal 3.0	Objectives 3.1	Performance Indicators				Cost (AED)	Responsibility	Duration	
		Measures	Targets						
			2009	2010					
Developing the internal systems of the EQA	Reviewing and developing the organisation chart of the EQA, and documenting the HR and key procedures manuals in line with ISO9000.	% completion of the EQA organisation chart	100%	-	-	-	-	The Secretary General + The Executive Director	2009-2010
		% completion of key procedures	-	50%	100%	-			
		% completion of the HR manual.	-	50%	100%	-			

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Strategic Goal 3.0	Objectives 3.2	Measures	Performance Indicators				Cost (AED)	Responsibility	Duration
			Targets		Targets				
			2009	2010	2009	2010			
Developing the internal systems of the EQA	Documenting the financial and administrative procedures manual	% completed of the financial and administrative procedures	-	100%	-	-	-	The Treasurer	2009-2010
		No. of meeting of the Board of Directors	6	6	6	6	-		
		No. of meeting of the permanent committees.	6	6	6	6	-		

Strategic Goal 3.0	Objectives 3.3	Measures	Performance Indicators				Cost (AED)	Responsibility	Duration
			Targets						
			2009		2010				
Developing the internal systems of the EQA	Developing the EQA's suggestion and complaint system	% completion of system preparation	-	100%	-	-	-	The Executive Director + The Secretary General	2009-2010
		Total number of complaints resolved within the time limit.	-	-	90%	95%			
		% Ratio of the suggestions implemented to the suggestions received and accepted for implementation.	-	-	80%	90%			

Strategic Goal 3.0	Objectives 3.4	Measures	Performance Indicators				Cost (AED)	Responsibility	Duration
			Targets						
			2009		2010				
Developing the internal systems of the EQA	Developing the admission and membership rules and regulations.	% completion	-	100%	-	-	-	The Executive Director	2009-2010

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Strategic Goal 4.0	Objectives 4.1	Performance Indicators				Cost (AED)	Responsibility	Duration
		Measures	Targets					
			2009	2010				
Building Active Partnerships with the National and International Organisations	Visiting and meeting similar national and international organisations and benchmarking knowledge and expertise	No. of meeting with similar National organisations.	2	2	4	4	The Chairman + The Executive Director	2009-2010
		No. of meetings with regional and International quality organisations.	2	2	2	2		

Strategic Goal 4.0	Objectives 4.2	Performance Indicators				Cost (AED)	Responsibility	Duration
		Measures	Targets					
			2009	2010				
Building Active Partnerships with the National and International Organisations	Looking for Partnerships with National and International organisations specialized in the field of quality and organisational excellence.	Signing MOUs with national organisations	2	2	4	4	The Chairman + The Vice Chairman + The Executive Director	2009-2010
		Signing MOUs with international organisations	1	1	2	2		

