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|  | 国恒认证检测（广东）有限公司 G-Eternal Certification & Inspection(GuangDong) Co.,Ltd. | 编号Doc. No.: GEC-MM-01 更新日期 Update Date: 2023/6/1 |
| | 管理手册 Management Manual | 版本/次: Version / Edition: A/4 |

附件 1：公司目标与部门目标

Annex 1: Company Goals and Departmental Goals

1.1 公司目标: Company objectives

- a) 100%按认证认可法规、规则和既定程序独立、公正地实施审核;
100% independent and impartial implementation of audits in accordance with accredited regulations, rules and established procedures;
- b) 公司内部人员年度考核合格率 95%;
Annual qualified rate of internal staff evaluation; 95%
- c) 获证客户对认证服务满意度≥90 分;
Customer satisfaction of certification services≥90.

1.2 部门目标: Departmental objectives

- a) 市场部: 合同评审执行率 100%; 评审正确率≥95%;
Marketing Department: Contract review implementation rate of 100%; Review accuracy rate of ≥95%;
- b) 审核部: 审核计划合规执行率 100%;
Audit Department: Audit plan compliance execution rate of 100%;
- c) 行政部: 认证人员行为规范 100%运作;
Administrative Department: Certification personnel behavior norms operating at 100%;
- d) 人员注册部: 认证人员专业能力评定执行合格率 100%; 审核组专业资源配置合格率 100%;
Personnel Registration Department: Certification personnel professional competence assessment execution pass rate of 100%; Audit team professional resource allocation pass rate of 100%;
- e) 客服部: 客户投诉/申诉处理及时率 100%; 获证客户对认证服务满意度≥95 分
Client Service Department: Customer complaint/appeal timely processing rate of 100%; Certified customer satisfaction with certification services of ≥95 points;
- f) 技委会: 管理体系认证资料复查评定率 100%。
Technical Committee: Review and evaluation rate of 100% for management system certification documentation.