

QUALITY POLICY STATEMENT

It is the policy of JSM Electrical that all of our activities are carried out in accordance with our ISO 9001:2015 Quality Assurance business management system.

The JSM Electrical business management system manual sets out the organization and arrangement of our management systems. The business management system contains all the procedures and associated documentation to manage and control our business and is available to all staff.

THE AIM OF OUR QUALITY MANAGEMENT SYSTEM IS TO ENSURE THAT:

- ✦ We deliver a quality service to maintain excellent customer relations
- ✦ Customer satisfaction remains inherent to our business
- ✦ Our customer's requirements have been fully understood and met
- ✦ All work is carried out consistently to a defined standard
- ✦ We have the skills and resources to fulfill our customer requirements
- ✦ Our staff are fully trained and involved in quality improvement
- ✦ We strive to continuously improve our systems and procedures
- ✦ We only use services that meet our own quality assurance standards
- ✦ A professional approach to customer interface is maintained at all times
- ✦ Any complaints are dealt with efficiently and in an acceptable time period

JSM Electrical recognizes the importance that the quality of our service has to the future of our business. Quality is a degree of excellence, which is ever changing.

Every member of our team is involved in managing how we can improve today, tomorrow, and into the future. From the smallest procedure to the largest contract, quality is our path to customer satisfaction and the future success of our business.