



## Quality Policy

Approved by : James Curran	Issue : 1
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It is the policy of J & T Group to provide its customers with a service that fulfils their specified requirements. It is also company policy to have an holistic and integrated approach to its responsibilities.

The Company's Quality Policy is to provide the necessary resources and infrastructure to meet the requirements of ISO 9001 : 2000.

These resources include management commitment to planning, taking responsibility and installing effective controls in respect of personnel, documents and quality records.

A Quality Management System has been established to define the organisation and procedures, which underpin the Company's activities.

The Company's focus is on the Client. The priorities of the Company's processes are effective communication along with measurement and monitoring of all activities.

The aims of this Company are:-

1. To provide client satisfaction
2. To ensure that any problems which arise are identified and resolved in a swift, compassionate and professional manner.
3. To strive to improve performances at all times.
4. To provide the necessary training for all employees and effective management to ensure that duties are performed in the best interests of clients and colleagues.
5. To review working practices to ensure key processes are effective and to implement any changes to achieve planned results.
6. To maintain long-term profitability.

The Quality Policy is designed to achieve these objectives.

James Curran  
Group Director