

Quality Policy

JRP Solutions (which incorporates The Green Consultancy) takes its commitment to quality, health & safety and environmental management and its corporate social responsibility very seriously. The business has certificated approval by an external assessment body for:

'Provision of consultancy services and software related to resource efficiency with expertise in energy and facilities optimisation'

JRP Solutions take an integrated approach to these systems which are central to our internal and customer project delivery processes. Everyone in JRP Solutions receives general awareness training of the company's systems as part of their induction together with specific training for their particular roles and responsibilities.

JRP Solutions shall:

- Provide a responsive, reliable, proactive, efficient and effective service to our customers and always strive to exceed expectations.
- At all times use excellent communication skills.
- Listen to customers to gain a good understanding of their objectives and endeavour to closely match our service to their requirements.
- Provide optimum customer solutions that, through technical innovation, significantly improve customer performance (cost and/or quality).
- Treat all customer enquiries as a priority and in a timely and confidential manner.
- Develop mutually beneficial partnerships with our customers and suppliers.
- Ensure continual improvement of our management system in order to achieve a high level of customer satisfaction.
- Continually meet applicable legislative and other requirements.
- Strive to be the market leader in our chosen field.
- At all times comply with the requirements of ISO 9001:2015

The above objectives form the basis of the more detailed JRP objectives which are set annually as part of the business planning and personal review processes where SMART targets are set and formally reviewed quarterly.



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Jes Rutter, Managing Director