

## Quality Policy

JRP Solutions 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 to ISO 9001:2008 for:

‘Provision of consultancy services related to the optimisation of customers’ non-core activities, including review and re-engineering of facilities management, and review of energy utilisation, costs and carbon impacts’.

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.

At JRP Solutions all employees will:

- Provide a responsive, reliable, proactive, efficient and effective service to our customers.
- At all times use excellent communication skills
- Continually help our customers to meet legislative requirements.
- Listen to customers to gain a good understanding of their objectives and endeavour to closely match our service to their requirements.
- Ensure continual improvement of our processes in order to achieve continuing customer satisfaction and to exceed our customers' expectations.
- 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.
- Strive to be the market leader in our chosen field.
- At all times comply with the requirements of ISO 9001:2008.



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**Jes Rutter, Managing Director**