

Jett Distribution
Unit 3 Munnings Court
Harfreys Road
Great Yarmouth
Norfolk
NR31 0LS



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Quality Management Statement

Jett Distribution (trading as Jett Trade)

Quality Management Statement

Jett Distribution Limited was established in 2008 to provide the distribution of refuse/recycling containers to local Authorities and private refuse contractors. We are based in Great Yarmouth Norfolk and employ 60 people.

Quality is important to our business because we value our customers. We strive to provide our customers with services which meet and even exceed their expectations.

We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance.

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

1. regular gathering and monitoring of customer feedback
2. a customer complaints procedure
3. selection and performance monitoring of suppliers against set criteria
4. training and development for our employees
5. regular audit of our internal processes
6. measurable quality objectives which reflect our business aims
7. management reviews of audit results, customer feedback and complaints

This policy is posted on the Company Notice Board.

Though the Managing Director has ultimate responsibility for Quality all employees have a responsibility within their own areas of work so helping to ensure that Quality is embedded within the whole of the company.

The policy review date is 04/01/2022

Signed:

Jamie Humphries (Director)

Date:.....03/01/2021