



Quality Statement

JD Cooling Group is totally committed to satisfying and delighting our customers by providing them with high quality engineered solutions, products and support through continual improvement. We will continuously strive to excel in engineering performance, seeking, refining, and deploying the best quality strategies and tools that we can identify.

Additionally, we will endeavour to update and understand the requirements of our services and the systems and procedures that sustain us, employing quality teams, training, and increased responsibility and accountability for all staff

Our dedication to quality must be absolute and cannot be compromised. Our goal is 100% customer satisfaction through ensuring quality services and the standard of products we deliver.

Our management process is so designed that it not only conforms with the set quality standards but also ensure improvement of business policies to occur continually

BUSINESS PRINCIPLES

Quality derives from a staff commitment to service and excellence. This belief is stated as business principles: -

Customer Focus

Customer requirements come first. Quality begins and ends with the customer and we strive to always satisfy their needs. This is reflected in our flexibility – both as individuals and as an organisation.

Relationships

We build mutually beneficial relationships with customers and suppliers.

Innovation

We search for, design and supply creative engineering solutions and services.

Teamwork

Our Employees work together as a team to satisfy our customers.

Process Emphasis


We focus our Employees on practical processes to ensure consistent results.

Continual Improvement

Through management review of our Business Management System we aim to continually improve business performance, processes, products and services.

Employee Development

Through active mentoring we create a culture where staff have the skills and are empowered to take responsibility for the results of their actions which contributes to the success of the Company.

Signature: 

Signed: Robert Keal

Dated: 10th August 2020