



## **JE3.COM Quality Policy**

### **This Quality Policy relates to JE3.COM Limited (JE3)**

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The continuing policy of JE3 is to provide a professional service to meet the requirements of all customers. Through a continuing review of JE3's practices, we will provide an effective service to our customers and ensure the long-term profitability of the business.

As an SME, responsibility for establishing, maintaining, implementing, and improving quality systems, lies across all JE3 employees. Ultimate responsibility for Quality is with our Chief Communications Officer, and direct accountability with our Managing Director. Through communication and training, we will ensure that all staff members have a full understanding of the importance of the Quality System and its function in achieving success for JE3.

Every employee is responsible for, and will be trained to perform, the duties required by his or her specific role. Furthermore, JE3 will ensure that any sub-contractors and/ or licensed partners employed for a particular function will meet specified requirements and will accept the responsibility for their work.

JE3 has a policy of continual improvement and sets Quality Objectives in line with the framework laid down within ISO 9001:2015 and as part of IASME Governance Quality Principles. As part of our continual improvement, JE3 openly welcomes feedback from all customers including suppliers and other interested parties. Should any customers have a complaint, the details can be forwarded to [complaints@je3.com](mailto:complaints@je3.com).

Our Quality manual will be reviewed and monitored regularly by the Chief Communications Officer, Chief Financial Officer and Managing Director with regular reporting of the status and effectiveness to the whole of JE3.