



Steve Kelley
CEO/President

“Do every job right the first time.”

QUALITY POLICY STATEMENT

J&J Worldwide Services commits to the highest standards of quality in work, health, safety and environmental performance at our job sites and throughout our organization. We will accomplish our quality objectives by sustaining an effective Quality Management System that is ISO 9001:2015 certified.

OPERATIONAL QUALITY OBJECTIVES

The J&J Executive Team determines the company's quality objectives, which are updated as appropriate. We communicate our quality objectives and performance with our employees.

We focus on understanding customer requirements and expectations, and consistently meeting or exceeding their quality requirements as stated in the contract and related Performance Work Statement (PWS) or Statement of Work (SOW).

Process owners regularly monitor, measure and report on quality objectives, key performance indicators (KPIs), customer satisfaction and complaints, site visits, risks and opportunities, and significant nonconformities and corrective actions at the site level.

Key Safety objectives are to maintain below industry standard EMR, OSHA DART and recordable rates, demonstrating our proactive approach to preventing workplace accidents and injuries.

LEADERSHIP AND MANAGEMENT

Proactive engagement at all levels of the company. Lead the way, set and follow high ethical standards, foster teamwork, and take care of our people. Champion the organization's continuous improvement culture, and regularly review quality management objectives and performance. Incorporate industry best practices. Support the process and system approach to management. Promote risk-based thinking, planning and management.

EMPLOYEE INVOLVEMENT

Hire qualified and motivated people that provide ethical and professional service to our Customers every day. Train and equip them with the resources to deliver quality services. Empower employees to find better ways to do their jobs in support of the company's pursuit of continuous improvement. *Quality is the responsibility of every employee.*

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