

# Quality Assurance Policy Statement

---

## JTN-POL-002

**JTN Technical Services Sdn. Bhd.** was established in 2006 to provide safety and technical training and is based in Miri, Sarawak, Malaysia and employ 5 permanent staff.

Quality is important to our business because we value our customers and we strive to provide a high quality service to our customers which meets and even exceeds 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 procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business.

- Regular gathering and monitoring of customer feedback.
- A customer complaint procedure.
- Training and development of our staff.
- Regular audits of internal processes.
- Measureable quality objectives which reflect our business aims.
- Management reviews the audit results, customer feedback and complaints.

Our internal procedures are reviewed regularly and are held in a quality manual, which is made available to all our staff.

Although the Managing Director has ultimate responsibility for quality, all staff have a responsibility within their own areas of work to help ensure that quality is embedded within the whole of the company.



**Neville Thomas**  
**General Manager**

**Rev. 10**  
**Review Date: 21.01.2025**