

Quality Policy

The aim of PNJ is to achieve customer satisfaction in all activities along with providing a stable work place for our employees and a stable partner for our customers, thus ensuring long-term profitable growth.

The basis on which to achieve this aim is refined into five basic principles:

1. PNJ Strives for best practice working standards meeting both European regulations and customer requirements, this in turn determines our quality policy.

The quality standards applied are those that satisfy all regulations and the customer requirements. We aim to exceed the minimum customer requirement, and aim to monitor and demonstrate our progress through KPI reporting.

2. Compliance to regulations along with Customer satisfaction is the goal of every process.

The principles of compliance are applied to ensure conformance to regulations and customer requirements. All staff are entrusted to complete their processes to the agreed standard and to avoid the transference of poor quality.

3. Continuous quality improvement.

Our quality standards are reviewed, based on customer feedback to adapt to the changing expectation levels.

4. We apply the principles of continuous improvement to prevent problem recurrence and continuously strive for best practice ensuring a high quality and cost-efficient service for our customers.

5. Our goal is to provide total satisfaction to our customers and employees alike, whilst meeting our obligations as a business to remain profitable to ensure stability at all times.