

The Jones Vening Service

An independent company delivering Quality Management programmes that can be tailored to any number of essentially service-based businesses – wherever the goal is to achieve customer satisfaction by delivering exceptional service.

The Way Forward

To find out more about how Jones Vening can help you add value to your customer service and build additional profits for your business, call us now on the number below, email us for details – or visit our website.

Helping to raise standards
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Jones Vening Ltd
Woodwinds
Discoed
PRESTEIGNE
LD8 2NW

Tel: 01547 560456
Fax: 01547 560144
Email: info@jones-vening.co.uk
Web: www.jones-vening.co.uk



SIMPLE, EFFECTIVE QUALITY

Committing to Quality

Whether you supply a product or provide a service, your organisation ultimately needs to deliver customer satisfaction if it is to survive and succeed. And that will depend largely on the quality of your work.

Potential customers will want to know whether you can do a good job and provide good value. The only real measure they will have is the quality of the service you deliver. But how can you ensure that your staff always achieve the level of quality you require – and your customers expect – whether you are running a small business or a network of outlets?

Meeting Requirements

We are able to offer you a proven solution. Our professionally qualified and experienced team are highly skilled in designing and delivering tailored Quality Management programmes.

Between them they have vast experience gained from a lifetime working in the automotive sector and managing approval schemes. With our assessors keeping an expert and watchful eye and helping you implement your quality standards, you can be sure that your commitment to quality, service and customer satisfaction is maintained right across your business.

MANAGEMENT FROM HIGHLY

Making Quality Pay

Many businesses use a variety of techniques to monitor both their own and their competitors' operations. And every successful business employs rigorous controls to keep track of its financial affairs.

Now our independent advisory service enables you to monitor and control the third crucial element of your business: the quality of the product you supply or the service you provide. Quality is much more than just a passing management fad. Effective Quality Management is an essential element of good business practice with a real and very tangible payback.

Achieving Bottom-line Benefit

We supply you with simple tools to track quality. Our assessors use proven approaches to take a "snapshot" of your operation – and report back promptly. Applying rigorous standards, they gather and analyse data, submitting their findings to your management team.

Problems and shortcomings can be identified, addressed and quickly resolved. Good practice can be rewarded and shared across the business, ensuring your managers are always in control of quality. And the bottom line? Your quality programme will translate into higher productivity, reduced costs and satisfied customers – who will keep coming back.

EXPERIENCED PROFESSIONALS

Simplifying Quality

Many businesses avoid quality systems, as they are perceived to be too complicated and time-consuming. But they don't need to be and they can pay handsome dividends in improved operating efficiency and enhanced customer service levels.

We have devised our own unique and proven systems, based on key elements of quality process management, which cover the essentials of superior service delivery and customer satisfaction in a straightforward way. Our self-assessment audits and quality-monitoring techniques will ensure that quality becomes – and remains – an integral part of the way you do business and that customer satisfaction is a byword throughout your organisation.

Our Team

Our team of assessors are all widely skilled professionals with a wealth of experience in quality systems in the automotive and related sectors. Their experience and expertise can be readily applied to any business determined to achieve the highest level of customer service and satisfaction.