



MINISTRY OF ECONOMIC GROWTH AND INFRASTRUCTURE DEVELOPMENT
25 DOMINICA DRIVE
KINGSTON 5
JAMAICA

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The ISO 9001 Quality Management System at the Ministry of Economic Growth and Infrastructure Development (MEGID) is applicable to the planning, coordination, and delivery of the Social Housing Assistance Programmes, to Jamaica's most vulnerable citizens.

It applies to all statutory and regulatory requirements, activities, resources, personnel, relevant to the operation of the programmes.

Approved by:


Mrs. Arlene Williams
Permanent Secretary
September 29, 2025



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QUALITY POLICY

The Ministry of Economic Growth & Infrastructure Development (MEGID) provides housing assistance for Jamaica's most vulnerable citizens, through the Social Housing Programmes.

In achieving this MEGID pledges to:

1. **Understand our Key Stakeholder Needs:** actively engage with our key stakeholders to identify housing needs and expectations while promoting transparency and accountability.
2. **Deliver Quality Benefits:** ensure the design, construction, and delivery of housing solutions that meet regulatory, environmental, and safety standards, and the provision of timely building grants, thereby providing long-term value to beneficiaries.
3. **Service Delivery:** ensure the delivery of housing assistance meets regulatory requirements and is provided in a timely manner.
4. **Continual Improvement:** strive to maintain a culture of innovation and excellence by regularly evaluating our processes and performance, and using feedback to improve efficiency, effectiveness, quality, and sustainability.

The MEGID's dedicated team will uphold this commitment, guided by measurable objectives, ongoing training, and with a focus on customer satisfaction and continual improvement in line with our Quality Management System.

Approved by: 
Permanent Secretary

Date: Sept. 30, 2025



QUALITY OBJECTIVES FOR THE SOCIAL HOUSING PROGRAMMES

The Ministry of Economic Growth & Infrastructure Development (MEGID) provides housing assistance for Jamaica's most vulnerable citizens, through the Social Housing Programmes.

1. Understand Key Stakeholder Needs

- Review and analyze PIOJ's survey of living conditions at least once per year.
- complete 100% of needs assessment for complete applications within (10) working days of receipt.

Ensure that 90% of customer feedback is solicited within six months of delivery

Ensure that 90% of stakeholder feedback is reviewed and incorporated into programme planning within six months of collection, where applicable.

- Develop and implement a **transparency and accountability framework**

2. Deliver Quality Benefits

- Achieve a **70% on-time completion rate** for housing projects within budget and timeline constraints.
- Implement a **quality audit system**, conducting **quarterly inspections** to monitor construction quality and the use of grants in accordance with approval.
- Ensure that **95%** of housing grants are **disbursed** within **10 working days** of receipt of accurate invoices.

3. Continual Improvement

- Conduct **periodic programme evaluation**, with at least **80% of applicable improvement recommendations** implemented within the following year.
- Maintain a **minimum 85% satisfaction rating** from beneficiaries through regular surveys and assessments.
- Implement an automated system to improve processes.

4. Empower Communities

- Ensure that at least **30% of housing projects include community-based initiatives** (e.g., skills training and economic empowerment programmes).
- Establish partnerships with **at least three (3) local organizations** annually to support social and economic development efforts.

5. Compliance and Sustainability

- Achieve **100% compliance** with all legal, regulatory, and environmental requirements for housing developments.
- Achieve **100% compliance** with GOJ guidelines for disbursement of funds.

The MEGID Social Housing Programmes will track, review, and refine these quality objectives periodically to align with national development goals and ISO 9001:2015 standards. Progress will be measured using data-driven performance indicators to ensure continuous improvement in housing benefits and community impact.

Approved by: 
Permanent Secretary

Date: Sept 30, 2025