



MINISTRY OF ECONOMIC GROWTH AND INFRASTRUCTURE DEVELOPMENT
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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.

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Approved By	Arlene Williams (Mrs.) Permanent Secretary 				