



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.

Document No.	OPS-QD-02	Version	1.0	Approval Date	Sept. 25, 2026
Approved By	Arlene Williams (Mrs.) Permanent Secretary 				