

QUALITY MANAGEMENT SYSTEM



Across our global network, Jet Shipping & Global logistics (JSL Global) is focused on how to be better, faster, and more responsive to customers' shifting needs than anyone else in the transportation logistics industry.

To make it happen, we rely on strategy, data, and effective communication to integrate quality throughout our organization.

Read on to learn more about our approach to quality management, including our global Quality Management System.

What is a quality management system?

A quality management system, or QMS, is an organizational program designed to reduce waste and minimize the chance of errors in order to better serve the needs of customers and the market.

How is JSL Global QMS organized?

JSL Global QMS defines, tracks and measures several transportation logistics key performance indicators (KPIs) we've determined to be crucial to meeting customer requirements. JSL Global monitors more than 30 companywide KPIs and calculates a global QMS Index based on 18 of the most critical metrics.

Our global Quality Assurance team utilizes ISO best practices and Six Sigma techniques and disciplined, data-driven methodology to quickly identify defects in any process. And our centralized process documentation facilitates network-wide alignment to standardized processes and best practices. Following compilation of KPI data each month, the Quality Assurance team evaluates the results against target benchmarks. From there, the team works with the business to address variations and bring any underperforming processes back into compliance.

What metrics does JSL Global QMS track?

JSL Global QMS defines, tracks and measures more than 30 transportation logistics KPIs in order to continually improve the service that we provide to our customers.

Some of the most vital KPIs we monitor include:

- o On-time performance
- o Customer on boarding
- o Proposal success rate
- o Quote conversion rates
- o Shipment acceptance and creation
- o Core airline utilization
- o Overseas agents
- o Carrier management
- o Shipments flown as booked
- o Shipment posting
- o Defect rate
- o Timely billing and invoicing
- o Adjustment rate
- o Corporate claims ratio
- o Regulatory violations
- o Ocean core carrier utilization

What is ISO?

The International Organization for Standardization (ISO) is an independent international organization that brings together experts to create voluntary, consensus-based, market relevant quality standards.

Transportation logistics is just one of many industries the ISO supports. The organization has published more than 22,800 standards in nearly every industry. In logistics, ISO 9001, which sets requirements for quality management systems, is the most common.

The main principles of ISO 9001 are:

1. Customer focus
2. Leadership
3. People involvement
4. Process approach
5. System approach to management
6. Continuous improvement
7. Factual approach to decision making
8. Mutually beneficial supplier relationships

What's the difference between quality assurance and quality control?

Quality Assurance refers to the process used to create the deliverables, and can be performed by a manager, client, or even a third-party reviewer. Quality Control refers to quality related activities associated with the creation of project deliverables. Quality control is used to verify that deliverables are of acceptable quality and that they are complete and correct. JSL Global expert Quality Assurance team handles both quality assurance and quality control.

What other quality strategies does JSL Global employ?

JSL Global comprehensive approach to quality assurance focuses on continuous improvement of existing processes, as well as new process design, both based on internal identification and external customer feedback. In addition to our QMS, JSL Global quality assurance strategy incorporates:

- o Six Sigma
- o Corrective and Preventive Action (CAPA)
- o Quality Satisfaction Index (QSI)

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