

J. Aguinaldo Group, Inc. – SeaPort Quality Assurance Plan

The J. Aguinaldo Group, Inc. prides itself with continuously providing quality services to our customers. To ensure this high level of service and product delivery, JAG employs management techniques, policy, and procedure to include:

- Performance evaluations of prime contractor personnel,
- Performance evaluations of subcontractors,
- Dialogue with customers to identify areas of concern,
- Defining, alongside the customer, clear expectations and requirements,
- Monitoring of progress towards meeting project goals,
- Continuous improvement – recognizing how processes can be changed to improve the customer experience,
- And regular status meetings between project staff, customers, and corporate management.

The J. Aguinaldo Group, Inc. is committed to providing first-class service; customer satisfaction is our top priority.