



# JBDC CUSTOMER SERVICE CHARTER

RESEARCH | BUSINESS CONSULTATION | TRAINING  
MARKET ACCESS | PRODUCT DEVELOPMENT  
PRODUCTION FACILITIES | ACCESS TO FINANCE  
NETWORKING



Ministry of Industry  
Investment & Commerce

Jamaica's Business Ministry



## **WHO WE ARE**

The Jamaica Business Development Corporation (JBDC) was established in 2001 as the premier government agency providing business development services to Jamaican Micro, Small and Medium-sized Enterprises (MSMEs) 'From Concept to Market'.

JBDC provides guidance for business start-ups and expansion, offering business advice and consultation, research services, business monitoring, training and capacity building, project management services, financial advice, design and product development as well as market penetration support and access.

The organisation which operates within the ambit of the Ministry of Investment, Industry and Commerce (MIIC), strives to continually fuel the local economy through its services and programmes designed to support the growth and development of the MSME sector.

## **WHAT IS THE CUSTOMER SERVICE CHARTER?**

Our Customer Service Charter is our promise to you outlining our commitments, service standards, your responsibilities, and how you can help us to serve you. More specifically, our charter sets out how our core values and service standards guide our team members in striving to deliver consistently high-quality service that brings you entrepreneurship success. Our service points both in-person and online include:

- JBDC Corporate Offices
- JBDC Business Centres
- Small Business Development Centres (SBDC)
- Incubator & Resource Centre

# OUR PROMISE TO YOU



Our aim is to provide high-quality, efficient, and responsive business support services to you in every interaction.

# *Our Commitment*

You will experience the **JBDC SPIRIT** through our **Core Values**:

- **Solution-Oriented** – We will drive entrepreneurial success through dynamic and innovative solutions.
- **Professionalism** – We will communicate with you clearly and in a timely manner, with a positive attitude that guarantees you can depend on us.
- **Integrity** – We will ensure accountability, transparency and fairness in our operations.
- **Respect** – We are an inclusive organisation that engages and listens to you regardless of your background, improving our services based on your feedback.
- **Innovation** – We consistently innovate services that are relevant to the times, accessible, and easy to navigate.
- **Teamwork** – We are a team of highly-engaged and dedicated thought leaders who collaborate to achieve our goal as well as yours.





## *Our Service Standards*

You can expect:

- Response to enquiries via email or phone within three (3) working days.
- Response to complaints within forty-eight (48) hours of receipt.
- Confidentiality in the handling of your information in accordance with the Data Protection Act.
- Officers who are knowledgeable and equipped to grow your business 'From Concept to Market'.
- Consistent communication about our services that is easy to understand, and explains how they impact your business.

# *Focus On You*

You can help us to meet your needs by:

- Providing information that we request, accurately.
- Treating our staff and other customers with courtesy and respect.
- Following any laws, guidelines, and instructions provided by our organisation.
- Telling us how our services have impacted your business.





## *Feedback & Review*

### **GIVE US YOUR FEEDBACK**

If you have suggestions, compliments, or complaints, please complete the feedback form on our website:

<https://www.jbdc.net/contact-us/> or  
call 876-928-5161-5.

### **MONITORING & MEASURING**

We will regularly review and evaluate our performance against the standards set out in this Charter to ensure continuous improvement in our services.



**FROM CONCEPT TO MARKET**

## **CONTACT US**

### **Head Office**

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