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There is no greater challenge then to have someone relying upon you; no greater satisfaction than to vindicate his expectation. ~Kingman Brewster.

In providing excellent customer service J&J Automtive utilises three elements of "best practice" in service delivery.....

## PEOPLE, PROCESS & TECHNOLOGY

### OUR PEOPLE



Our people are all licensed professionals in their field of endeavour who continue to improve their knowledge and understanding on a daily basis. Our people are the MOST important component in our service machine and we strive to keep them safe & happy.

### OUR PROCESSES



Our processes are the result of years of industry experience, combined with a philosophy of continual, never-ending improvement. Our processes enable us to quickly & accurately diagnose issues and provide repeatable, consistent, results to our customers. They also ensures that nothing is forgotten and any possible mistakes are engineered out of existence.

## OUR TECHNOLOGIES



We are always looking to expand our range of tools to ensure we can provide the most up to date and accurate information to our customer base. These days, more often then not, we are plugging them in rather than picking them up, but they can certainly make the job easier.