



Mission e Vision

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Mission e Vision

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JAMS believes it is essential to understand what our business is about at its core, where we are going, and how the values we live by are instrumental in taking us there.

Mission

The mission of JAMS is to be The Resolution Experts, providing the highest quality dispute resolution services to our clients and to our local, national, and global communities. We respect the parties and their representatives, and are committed to achieving the best possible resolution of their dispute.

We accomplish our mission by cultivating a professional and collegial environment that attracts and develops the most effective and respected neutrals and associates; by ensuring uncompromising neutrality, and the highest ethical standards; and by working together to deliver unparalleled resolution services and results.

Vision

JAMS vision is to lead the ADR industry as The Resolution Experts, setting the standard of excellence by which all dispute resolution services will be measured. The most respected attorneys and other professionals in the world will choose JAMS for the resolution of disputes, particularly when the stakes are high, the matter is complex, and the parties appear unyielding.

JAMS will be regarded as one of the premier service providers in the world with distinctive dispute resolution services recognizable in all of our resolution centers.

The non-profit JAMS Foundation, JAMS Society (associates serving their communities), and pro-bono activities performed by neutrals and associates, will make a significant contribution to society.

Values

Everything we do and say will reflect the highest ethical and moral standards. We are dedicated to neutrality, integrity, honesty, accountability, and mutual respect in all of our interactions.

We are committed to being a positive and motivating influence on others while achieving excellence through teamwork and collaboration. JAMS recognizes and rewards associates based on their contributions to results and to our Mission, Vision, and Values.