



Quality Policy

Andrew Shepherd Construction is a building contractor specialising in the refurbishment, extension, and new build of commercial and residential properties throughout Scotland. We offer an all-trades service covering all types of building work ranging from small repairs to large scale refurbishment and new build for both private and public sector clients.

Our Quality Policy is based on understanding customer needs and striving to provide high quality product and services, which meet or exceed our customer's expectations. To achieve this commitment we are implementing a quality management system to meet the requirements of ISO 9001:2015. This will assist in maintaining high levels of quality and service offered to our customers, whilst also improving the efficiency and effectiveness of our internal business processes.

We supplement this policy by setting business objectives that measure the continual improvement of business performance and improving customer satisfaction. Objectives are set by senior management and reviewed at planned intervals.

The fulfilment of policy and its objectives requires the involvement and commitment of all staff. To this end, Andrew Shepherd Construction provides and manages the resources necessary to deliver our objectives to provide a safe and suitable work environment for our employees.

This policy will be communicated to all employees, reviewed annually and made available on the company website.

Signed:

A handwritten signature in black ink, appearing to be 'David E Shepherd', written over a horizontal line.

David E Shepherd (Director)

Date: 28th November 2017