

## Quality Policy

The objective of Sheppard Commercial Services Ltd is to

- To be compliant with customers O license requirements
- To be compliant with Tachograph regulations
- To provide testing facilities for annual MOT certification
- To provide quality parts & service as cost effective as possible
- Secure parking

As such, the Top Management of Sheppard Commercial Services Ltd is committed to the following:

- establishing measurable quality and business objectives that are consistent with the organisation's context and strategic direction, and that address any risks and opportunities associated with them;
- monitoring and measuring the effectiveness of its business processes and objectives through management reviews and the internal audit process;
- ensuring that the organisation complies with all necessary regulatory and legal requirements; and
- ensuring that quality objectives help Sheppard Commercial Services Ltd achieve customer requirements by:
  - Providing a high standard of customer service
  - Working with a high standard of suppliers
  - Selecting and working closely with suppliers who enable the organization to create and deliver a reliable performance
  - Training and development for our employees
  - Measurable quality objectives which reflect our business aims
  - Management reviews of audit results, customer feedback and complaints.

To achieve this objective, the organisation maintains an effective and efficient Quality Management System that is based upon the requirements of ISO 9001:2015.

The continual improvement of the Quality Management System is fundamental to the success of Sheppard Commercial Services Ltd's business, and must be supported by all employees as an integral part of their daily work.

This policy has been authorised by Graeme Roberts



Managing Director