



Shanahan Engineering is committed to providing construction, commissioning, technical field services and consultancy services that satisfy or exceeds our customers' expectations in safety, quality and in a timely manner while complying with all relevant requirements, legislation and standards.

We are committed to continually improve how we deliver our services to our customer through the understanding of their requirements, application of consistent methodology, and following our processes in a disciplined manner.

Delivering a high quality of service at all times, requires our Company to build long term relationships to ensure customer satisfaction. Ensuring continuous improvements are made in delivering the quality of service through maintaining close contact with our customers and listening to their needs and feedback on services delivered.

We must understand the market and be agile enough to make changes to support our customers needs. Future ready technology and developments require the right skill sets and systems to be ahead of the service provided and this can only be done through continuous review of the services we provide.

Service excellence is a continuous journey and not a destination; the quest for excellence means our Company is constantly pushing the bar to get even better at what we provide.

The Management Team of Shanahan Engineering is committed to continually improving the effectiveness of our quality management system and the customer experience through the training of our employees and raising awareness across all departments. With the focus on customer feedback, we are able to improve our processes through lessons learnt, auditing of our performance, setting realistic objectives and ensuring the suitability of the Quality Management System, so we can deliver customer satisfaction on a sustainable basis.

To achieve the highest possible standard of service, we empower all our employees to uphold this policy and contribute to the successful delivery of quality across all levels of the company regardless of short- or long-term projects. Through strong leadership, accountability and teamwork, we can ensure Service delivery is dependable, efficient and aligned with our commitment to service excellence.

This can be achieved through the support of our employees and their compliance with our processes and procedures.

Jim Smith,
Vice President,
Shanahan Engineering Limited.