

James Frew Ltd is one of the largest privately owned integrated building services company in Scotland. Our services include plumbing, heating, gas & electrical maintenance and property upgrades for the public and private sectors, including design, installation and maintenance.

Our vision is to continually develop our business in order to provide our customers with a complete service that both anticipates and meets their needs and expectations.

The purpose of our Quality Policy is to maintain an effective Integrated Management System (IMS) that supports the achievement of our company values – Teamwork, Innovation, Excellence, Collaboration & Integrity. We shall commit to:

- Provide our customers with an efficient reactive repair, appliance servicing and installation service;
- Provide our customers with an error free, compliant, plumbing and heating, design and installation service;
- Provide our customers with a property upgrading service including joiner, plumbing and heating;
- Provide our customers with mechanical services design and installation solutions;
- Invest in a modern fleet of vans, equipment, plant and technical capabilities;
- Develop relationships and partnering agreements with customers and suppliers;
- Utilise performance evaluation to identify trends and set objectives for further improvements;
- Commit to the competence, development, professionalism and the health & safety of our employees;
- Listen to our staff, recognising their achievements, giving praise and maximising their potential;
- Commit to continually improve the effectiveness of the IMS and minimize complacency and errors;
- Learn from experience, correcting mistakes and preventing future problems and complaints;

The implementation of and adherence to a framework of policies, objectives, procedures and processes that comply with the requirements of ISO 9001 and associated industry codes, statutory and regulatory requirements.

The Managing Director is responsible for establishing and implementing adequate quality arrangements within James Frew Ltd. All staff are expected and required to adhere to the above policy.

Roddy Frew
Managing Director
December 2021