

# Quality and Business Improvement from Shepherd Charles

Shepherd Charles specialise in helping high-tech IT support providers turn around under-performing service contracts. Launched in 1992, Shepherd Charles have established an enviable track record of change management programmes with their ability to deliver real and measurable enhanced business performance to their clients - ranging from global corporations to SMEs and owner-managed businesses.

**Operational Director Dennis Shepherd attended the recent LiaiseOnline email marketing seminar in Reading. "Email marketing is something which we're keen to address" he explains, "we see it as an excellent way to stay in touch with our clients". Shepherd Charles run a series of programmes which can be tailored to suit the individual client.**

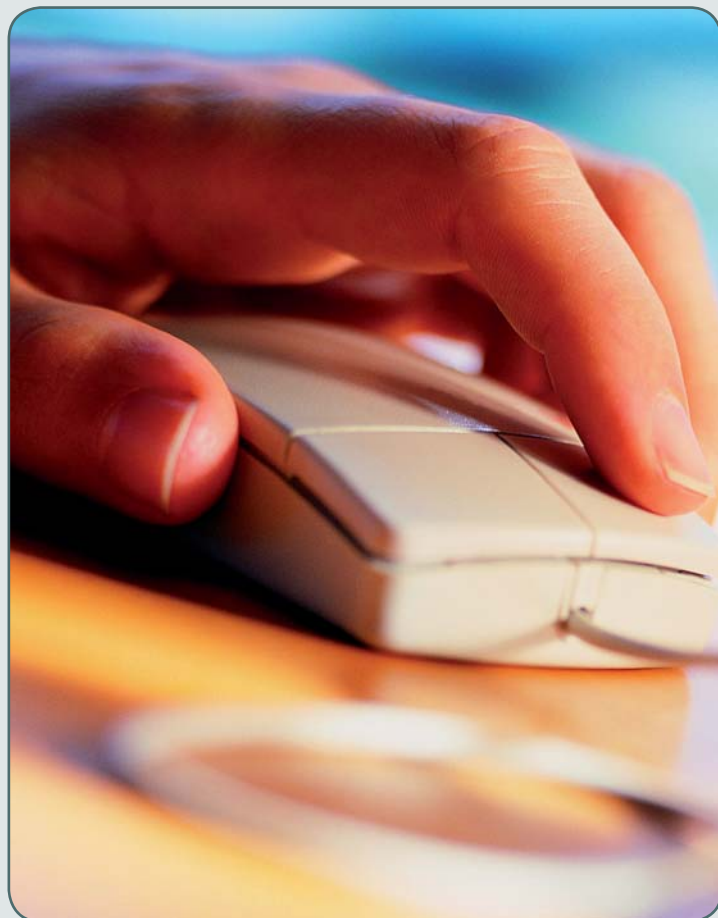
**"Every business is different and therefore unique. Our programmes typically include elements of business analysis, process redesign, outsourcing support, quality systems, project management and service level management" says Dennis. The training and development of client teams contribute to solutions and maintain long-term continuity.**

**Shepherd Charles are keen to ensure that every change management investment results in a real business performance improvement with a measurable payback for the client. Indeed many of their clients experience an immediate bottom line benefit as a result of their involvement.**

**"We prefer to be actively involved in the implementation phases of our programmes to help ensure maximum returns for our clients" adds Dennis.**

**As a smaller, flexible organisation, Shepherd Charles are able to offer a bespoke service using only mature consultants with considerable business management and consulting experience across a wide range of disciplines. The firm works with a carefully selected group of associates, all of whom are business oriented with management and/or technical expertise within their particular field.**

For more information about Shepherd Charles, visit [www.shepherdcharles.com](http://www.shepherdcharles.com) or email [dennis@shepherdcharles.com](mailto:dennis@shepherdcharles.com)



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