

# Assessment Report

## PSU Technology Group Limited

Assessment dates	16/11/2017 to 17/11/2017
Assessment location	Cheltenham (000)
Report author	Paul Randle
Assessment standards	ISO 9001:2015



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## Executive summary

We are pleased to confirm the completion of your transition journey and make a positive recommendation for ISO 9001:2015 registration. This recommendation shall be reviewed independently within BSI's Compliance & Risk team prior to the issue of your registration certificate.

As part of this visit, the scope of the management system has been reviewed and updated. It is now defined as 'the Sales and Support of Business Technology solutions provided in the cloud or on premise. Covering IT managed services, telephone systems, unified communications, connectivity, SIP, lines and calls.

The services involve the provision and maintenance of hardware and software including phone systems, handsets, mobiles, servers, workstations, and network equipment. Supporting customers on site and through remote monitoring & management'

Throughout this assessment visit, the clients re-configured management system was seen to be aligned to delivering the business strategy for growth through ensuring the delivery of a quality service and working closely with customers to identify those that would be suited to their managed services offering.

The client has been seen to have completed a thorough overhaul of their quality management system such that it relevant to their current operations and enables all within the organisation to manage risk whilst following the strategy defined by the senior management team. The management system processes were seen to mirror the plan-do-check-act methodology embedded within ISO 90001:2015 and its processes were sufficiently integrated into the clients business as usual processes allowing the client to make good progress towards their objectives whilst enjoying high levels of SLA compliance.

Overall, management system processes were noted to be effective, meeting their intended outcomes and provided the management team with a platform for making further continual improvements. Well done to all involved in this assessment visit.

### Assessment objective, scope and criteria

To complete a further continuing assessment visit as part of the clients current certification cycle. Furthermore, progress towards ISO 9001:2015 shall also be assessed.

The scope of the assessment is the documented management system with relation to the requirements of ISO 9001:2015 and the assessment plan detailed in the last visit report.

ISO 9001:2015  
PSU Technology Group Limited management system documentation

## NCR summary

There have been no NCRs raised.

### Definitions:

#### Nonconformity

Non-fulfilment of a requirement.

#### Major nonconformity

Nonconformity that affects the capability of the management system to achieve the intended results.

Nonconformities could be classified as major in the following circumstances:

- If there is a significant doubt that effective process control is in place, or that products or services will meet specified requirements;
- A number of minor nonconformities associated with the same requirement or issue could demonstrate a systemic failure and thus constitute a major nonconformity.

#### Minor nonconformity

Nonconformity that does not affect the capability of the management system to achieve the intended results.

#### Opportunity for improvement

It is a statement of fact made by an assessor during an assessment, and substantiated by objective evidence, referring to a weakness or potential deficiency in a management system which if not improved may lead to nonconformity in the future. We may provide generic information about industrial best practices but no specific solution shall be provided as a part of an opportunity for improvement.

## Assessment participants

Name	Position	Opening meeting	Closing meeting	Interviewed (processes)
Nigel Davies	Technical Director	X	X	X
Bob Hughes	Temple QMS	X	X	X
Dan Bridges	Director of Service & Operations			X
Andrew Saywer	SMC Team Leader			X
Jamie Gledhill	ICT Technician			X
Steve Causon	Service Delivery Manager			X

## Assessment findings

### The assessment was conducted on behalf of BSI by

Name	Position
Paul Randle	Team leader

### Assessment conclusion and recommendation

The audit objectives have been achieved and the certificate scope remains appropriate. The audit team concludes based on the results of this audit that the organization does fulfil the standards and audit criteria identified within the audit report and it is deemed that the management system continues to achieve its intended outcomes.

RECOMMENDED - The audited organization can be recommended for certification to the above listed standards, and has been found in general compliance with the audit criteria as stated in the above-mentioned audit plan.

### Use of certification documents, mark / logo or report

The use of the BSI certification documents and mark / logo is effectively controlled.

## Findings

### QMS Changes & Updates:

At the opening meeting a review of business changes was completed during a discussion with the Technical Director of PSU and their Management System Consultant. The issues covered included but were not limited to;

- re-branding within business to reinforce brand identify;
- operation of the quality room;
- a review of the business strategy around telco maintenance and associated up selling;
- the identification of clients with a good business fit for managed services;
- organisational changes to balance sales, telecoms and IT skills;
- the business growth planned for 2018 as part of a 5 year strategic plan;
- the continued development of SAP and the TX system which have replaced Telios;
- the significant changes made to the QMS as part of ISO 9001:2015 transition;

### QMS Administration:

As part of transition to ISO 9001:2015 the client has updated their Quality Policy Statement which is now at Issue Level 6 and satisfies the requirements of the standard. The policy documents the scope of the management system, the business strategy and the organisational context.

The policy was communicated within business initially via the weekly news email and also via the clients SharePoint site. External communication of the policy is upon request.

The scope of the management system has been updated and now defined as 'the Sales and Support of Business Technology solutions provided in the cloud or on premise. Covering IT managed services, telephone systems, unified communications, connectivity, SIP, lines and calls. The services involve the provision and maintenance of hardware and software including phone systems, handsets, mobiles, servers, workstations, and network equipment. Supporting customers on site and through remote monitoring & management'

The management system is built around the clients core 13 processes developed to meet the requirements of the standard and link to the clients actions to address risks and opportunities.

Context of the Organisation is defined within PSU3 (Internal & External Issues) and PSU4 (Needs & Expectations) - Reviewed 24/10/17

The clients processes for identification of the context of the organisation links to a SWOT analysis and the clients core 13 processes.

### Internal Audits:

When assessing these processes, the following were sampled and evaluated;

- 2017 Internal Audit Schedule
- Audit Report 24/10/17
- Audit Report 8/11/17 (including Camberley Activities)

The records showed the client has audited all of their 13 processes against the requirements of the standard in October and November 2017 with no non conformities being identified. The audit reports are built around the structure of Annex SL, show good commentary linked to what was sampled during

the audit and show that the scope and criteria for each audit had been established.

Audit findings were communicated with the management team as part of the process with these activities identifying risks associated with documented information.

Subsequent auditing in 2018 shall be assessed at future assessment visit.

**Quality Objectives:**

The client defines their Quality Objectives and plans for their achievement within Process 12. Within this, the client details 6 core objectives for 2017 which are associated with;

- ISO 90012015 Transition
- Implement SAP (Done)
- TX Ticket Management System
- Service Catalogue Management (Done)
- Transition into Services Processes Project Management
- Improvements to the management of external providers

These objectives are supported with customer agreed contractual SLA's and targets which support the clients strategy for business growth. The process was seen to be structured around the requirements of the standard and information reviewed at this assessment showed the client is making good progress towards their objectives and targets thus confirming the processes involved were effective.

**Corrective Action / Continual Improvement:**

An overview of the processes associated with corrective action and continual improvement were given by the Service Delivery Manager and included sampling of;

- Customer Service Improvement Tracker (Travail)
- Service Delivery Data - October 2017
- CSI Spreadsheet (13 Month Review) to October 2017
- Claranet Service Review (September 2017);
- Service Call Questionnaire Tickets 4 & 19;

The records evaluated showed the client monitors their performance and analyses data to ensure they meet their contractual requirements and the expectations of their customers. Where issues occur, root cause analysis identifies the issues involved and the client implements appropriate action via their CSI tracker or TX ticketing system where issues are identified via CSQ's.

Consideration is given to changes to the quality management system and actions to address risks and opportunities with the effectiveness of the actions taken being assessed via subsequent monthly reviews.

The processes involved were seen to be effective in that the client was enjoying high levels of SLA compliance and customer satisfaction with no evidence of repeating issue detected.

**Service Desk Processes:**

When assessing service desk processes, the following were sampled and evaluated;

- Incident Management Process v2.1;
- TX 24094 - email connectivity issue;
- TX 24113 - SPAM filter setting / access;
- Symantec Scanner Updates;
- Knowledge Base Database;

Audit trails showed processes were well constructed and mirrored the clients incident management processes to ensure issues were resolved in an efficient manner with all required actions being completed to prevent recurrence of those issues.

These processes also facilitated the development of organisational knowledge through submissions to the knowledge base. Extended emails also confirmed competence for those operating and managing the service desk had been established.

The processes were seen to be controlled, well managed and facilitated timely closure of tickets with the TX system capturing detailed records to confirm these processes had been completed.

**Project Management Processes:**

When assessing Project Management Processes an overview of the clients waterfall and agile project deployment methodologies were given and a series of audit trails were followed for;

- Project 30462 - Business Hosting Proposal;

When following audit trails the following were reviewed;

- Sales Quote 19580 inc Customer Sign Off (5/9/17)
- Business Proposal Quality Management Strategy (8); Project Risks (10); and Comms Protocols (11);
- Jira Sprint Planning, Back Log Report, and Agile Records

Audit trails allowed a number of positive observations to be made re:

- the proposal document was controlled;
- sprint planning ensured project activities were aligned to meeting the customers requirements;
- resources were managed effectively and drove accountability amongst the team;

The agile methodology deployed by the client fostered good communication between the organisation and their client when progressing the project, enabled customer focus to be maintained throughout project delivery and enabled the delivery process to verify and validate what was actually delivered to the customer to confirm it satisfied the requirements of the original proposal as well as meeting the needs of the customer.

The processes involved were noted to be highly structured, enabled change to managed in a controlled manner and supported the business strategy for growth through consistently meeting customer needs.

**Service Transition & NCSI Processes:**

When assessing these processes, the following were sampled and evaluated;

- Sales Quote 31311 - 100 Mb Ethernet connectivity & installation;
- Sales Order 30826 - 100 Mb Ethernet connectivity & installation;
- Sales Order 30831 - wallboard licenses
- Purchase Order 31432 - for above;

The processes involved were seen to link sales and service delivery teams activities to ensure customer requirements were satisfied in a controlled and structured manner by ensuring all actions / authorisations are completed when delivering service to customers.

The processes were effective in managing risk within the business as well as ensuring customer needs were satisfied and activates supported the strategy of the business.

**Purchasing inc Workshop:**

A review of these processes were completed which involved evaluation of;

- Supplier Risk Assessment Matrix (Low / Moderate / High);
- New Supplier Form ( Evaluation Records);
- Supplier Evaluations for Akixi Limited (Oct 14); and Virtual 1 (Jun 17);
- Purchase Orders 31453 / 31461 / 31462;
- Functionality within SAP for 'active' and 'inactive' suppliers (controlled via permissions);
- Goods in records for S/N's CN79GMZ29W and R3WC1GC000606 - GRN's 1188 & 1333;

The utilisation of SAP has brought a high degree of control to these processes where audit trails confirmed suppliers were evaluated, and monitored, purchase orders were well defined, and where serialised stock was received, goods remained traceable back to the receipt note and subsequently the purchase order in each instance.

Furthermore, the stores / workshop environment was noted to be conducive to the activities completed in their. All hardware was positively identified back to the engineer responsible and equipment protected through ESD protection on work benches.

Overall, the processes were aligned with the clients management system requirements, and the standard as well protecting the supply chain within the organisation.

## Our next steps

### Next visit plan

Date	Auditor	Time	Area/process	Clause
11/05/2018	Paul Randle	09:00	Opening Meeting	
		09:15	Changes / Updates / Context of the organisation	
		10:00	Strategic Review - Part A - Review certification pack	
		11:00	Management Review	
			Internal Audits (Process 11)	
			Complaints, Corrective Action & Continual Improvements (Process 12)	
			Performance against Objectives	
		13:00	Lunch	
		13:30	Strategic Review - Part B - Top management discussion re: leadership / policies / risk management	
		14:30	Update 3 Year Strategic Plans	
		14:45	Report Preparation	
		16:15	Closing Meeting	

## Next visit objectives, scope and criteria

The objective of the assessment is to ascertain the integrity of the organization's management system over the current assessment cycle to enable recertification and confirm the forward strategic assessment plan.

The scope of the assessment is the documented management system with relation to the requirements of ISO 9001:2015 and the defined assessment plan detailed in this visit report.

ISO 9001:2015  
PSU Technology Group Limited management system documentation.

Please note that BSI reserves the right to apply a charge equivalent to the full daily rate for cancellation of the visit by the organization within 30 days of an agreed visit date. It is a condition of registration that a deputy management representative be nominated. It is expected that the deputy would stand in should the management representative find themselves unavailable to attend an agreed visit within 30 days of its conduct.

## Your next steps

### NCR close out process

There were no outstanding nonconformities to review from previous assessments.

No new nonconformities were identified during the assessment. Enhanced detail relating to the overall assessment findings is contained within subsequent sections of the report.

Please refer to Assessment Conclusion and Recommendation section for the required submission and the defined timeline.

### How to contact customer service

'Just for Customers' is the website that we are pleased to offer our clients following successful registration, designed to support you in maximising the benefits of your BSI registration - please go to [www.bsigroup.com/j4c](http://www.bsigroup.com/j4c) to register. When registering for the first time you will need your client reference number and your certificate number (47616750/FS 28637).

Should you wish to speak with BSI in relation to your registration, please contact our Customer Engagement and Planning team:

Customer Services  
BSI  
Kitemark Court,  
Davy Avenue, Knowlhill  
Milton Keynes  
MK5 8PP

Tel: +44 (0)345 080 9000

Email: [MK.Customerservices@bsigroup.com](mailto:MK.Customerservices@bsigroup.com)

## Appendix: Your certification structure & on-going assessment programme

### Scope of certification

#### FS 28637 (ISO 9001:2008)

Customer maintenance and repair of computer systems, PCs and related peripherals. The management of on-site and remote support of hardware on computer systems, PCs and related peripherals.

### Assessed location(s)

The audit has been performed at Central Office.

#### Cheltenham / FS 28637 (ISO 9001:2008)

<b>Location reference</b>	0009254341-000
<b>Address</b>	PSU Technology Group Limited Unit 1 Manchester Park Tewkesbury Road Cheltenham GL51 9EJ United Kingdom
<b>Visit type</b>	Continuing assessment (surveillance)
<b>Assessment reference</b>	8625201
<b>Assessment dates</b>	16/11/2017
<b>Deviation from audit plan</b>	No
<b>No. of full time equivalent employees</b>	35
<b>Total no. of effective employees at the site</b>	35
<b>Scope of activities at the site</b>	The Sales and Support of Business Technology solutions provided in the cloud or on premise. Covering IT managed services, telephone systems, unified communications, connectivity, SIP, lines and calls. The services involve the provision and maintenance of hardware and software ( including phone systems, handsets, mobiles, servers, workstations, and network equipment. Supporting customers on site and through remote monitoring & management.
<b>Assessment duration</b>	1 day(s)

**Cheltenham / FS 28637 (ISO 9001:2008)**

<b>Location reference</b>	0009254341-000
<b>Address</b>	PSU Technology Group Limited Unit 1 Manchester Park Tewkesbury Road Cheltenham GL51 9EJ United Kingdom
<b>Visit type</b>	Transition Audit
<b>Assessment reference</b>	8760807
<b>Assessment dates</b>	17/11/2017
<b>Deviation from audit plan</b>	No
<b>No. of full time equivalent employees</b>	35
<b>Total no. of effective employees at the site</b>	35
<b>Scope of activities at the site</b>	The Sales and Support of Business Technology solutions provided in the cloud or on premise. Covering IT managed services, telephone systems, unified communications, connectivity, SIP, lines and calls. The services involve the provision and maintenance of hardware and software ( including phone systems, handsets, mobiles, servers, workstations, and network equipment. Supporting customers on site and through remote monitoring & management.
<b>Assessment duration</b>	0.5 day(s)

## Changes in the organization since last assessment

The following changes in relation to organization structure and key personnel involved in the certified management system were noted:

Business has recruited a Director of Service & Operations. Team also enhanced through additional personnel within the business with experience in sales of lines / calls

The following changes in relation to the certified organization activities, products or services covered by the scope of certification were identified:

The has operated within the managed services environment for some time however it has not formally been part of the documented quality management system. As part of the clients transition to ISO 9001:2015, the management system now encompasses these processes.

The reference or normative documents applicable to the scope of certification were revised as follows:  
The management system, including its policy and supporting procedures, have been upgraded to meet the requirements of ISO 9001:2015

## Certification assessment programme

**Certificate number - FS 28637**

**Location reference - 0009254341-000**

		<b>Audit1</b>	<b>Audit2</b>	<b>Audit3</b>	<b>Audit4</b>	<b>Audit5</b>	<b>Audit6</b>
<b>Business area/location</b>	<b>Date (mm/yy):</b>	11/15	05/16	11/16	05/17	11/17	05/18
	<b>Duration (days):</b>	1.0	1.0	1.0	1.0	1.0	1.0
Changes / Updates / Context of the organisation				X		X	X
Management Review			X		X		X
Internal Audits (Process 11)		X	X	X	X	X	X
Complaints, Corrective Action & Continual Improvements (Process 12)		X	X	X	X	X	X
Performance against Objectives		X	X	X	X	X	X
Customer Satisfaction			X			X	
Sales Process (Communication/Product Portfolio) Sales Offering inc Website controls		X		X		X	
Service Transition inc NCIS						X	
Purchasing Processes		X			X	X	
Service Desk Processes					X	X	
Managed Services / Maintenance			X			X	
Customer Service Improvement						X	
Local Depot / Repair Shop / Stores			X			X	
Training & Knowledge Management						X	
Infrastructure / Resources						X	
Documented information						X	
Top management discussion - leadership & policies							X
Reassessment by Strategic Review							X
Top management aspects / strategic direction (risk)						X	X

## Expected outcomes for accredited certification

### What accredited certification to ISO 9001 means

ISO 9001:2015 specifies requirements for a quality management system when an organization: needs to demonstrate its ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements; and aims to enhance customer satisfaction through the effective application of the system, including processes for improvement of the system and the assurance of conformity to customer and applicable statutory and regulatory requirements.

### What accredited certification to ISO 9001 does not mean

- 1) It is important to recognize that ISO 9001 defines the requirements for an organization's quality management system, not for its products and services. Accredited certification to ISO 9001 should provide confidence in the organization's ability to "consistently provide product that meets customer and applicable statutory and regulatory requirements". It does not necessarily ensure that the organization will always achieve 100% product conformity, though this should of course be a permanent goal.
- 2) ISO 9001 accredited certification does not imply that the organization is providing a superior product or service, or that the product or service itself is certified as meeting the requirements of an ISO (or any other) standard or specification.

## Notes

*This report and related documents are prepared for and only for BSI's client and for no other purpose. As such, BSI does not accept or assume any responsibility (legal or otherwise) or accept any liability for or in connection with any other purpose for which the Report may be used, or to any other person to whom the Report is shown or in to whose hands it may come, and no other persons shall be entitled to rely on the Report. If you wish to distribute copies of this report external to your organization, then all pages must be included.*

*BSI, its staff and agents shall keep confidential all information relating to your organization and shall not disclose any such information to any third party, except that in the public domain or required by law or relevant accreditation bodies. BSI staff, agents and accreditation bodies have signed individual confidentiality undertakings and will only receive confidential information on a 'need to know' basis.*

*This audit was conducted on-site through document reviews, interviews and observation of activities. The audit method used was based on sampling the organization's activities and it was aimed to evaluate the fulfilment of the audited requirements of the relevant management system standard or other normative document and confirm the conformity and effectiveness of the management system and its continued relevance and applicability for the scope of certification.*

*As this audit was based on a sample of the organization's activities, the findings reported do not imply to include all issues within the system.*

## Regulatory compliance

*BSI conditions of contract for this visit require that BSI be informed of all relevant regulatory non-compliance or incidents that require notification to any regulatory authority. Acceptance of this report by the client signifies that all such issues have been disclosed as part of the assessment process and agreement that any such non-compliance or incidents occurring after this visit will be notified to the BSI client manager as soon as practical after the event.*