

Assessment Report

PSU Technology Group Limited

Assessment dates	07/05/2019 to 07/05/2019 (Please refer to Appendix for details)
Assessment Location(s)	Cheltenham (000)
Report author	Stephen Lambert
Assessment Standard(s)	ISO 9001:2015



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Executive summary

I would like to thank everyone who took part in the assessment for their help and enthusiasm in wanting to demonstrate their processes, whilst also showing a willingness to continually improve the QMS which enabled the audit to run smoothly and to schedule.

In line with the organization's intended results and strategic direction the management system has demonstrated that it is designed to support the organization's strategic direction and deliver intended the results.

PSU Technology Group Ltd is committed to BS EN ISO 9001:2015 to meet customer requirements. In order to support the strategic direction of the organization, it maintains a quality management system to meet the requirements of the International Standard. This was evidenced in the areas sampled and the organization's ability to provide a quality assured service that meets its customer requirements.

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:

Nigel Davies became Managing Director.

No change in relation to the audited organization's activities, products or services covered by the scope of certification was identified.

There was no change to the reference or normative documents which is related to the scope of certification.

NCR summary graphs

There have been no NCRs raised.

Your next steps

NCR close out process

Corrective actions with respect to nonconformities raised at the last assessment have been reviewed and found to be effectively implemented.

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

Assessment objective, scope and criteria

The objective of the assessment was to conduct a surveillance assessment and look for positive evidence to verify that elements of the scope of certification and the requirements of the management standard are effectively addressed by the organization's management system; that the system is demonstrating the ability to support the achievement of statutory, regulatory and contractual requirements and the organization's specified objectives as applicable with regard to the scope of the management standard; to confirm the ongoing achievement and applicability of the forward strategic plan and where applicable to identify potential areas for improvement of the management system.

The scope of the assessment is the documented management system with relation to the requirements of BS EN ISO 9001:2015 and the defined assessment plan provided in terms of locations and areas of the system and organization to be assessed.

BS EN ISO 9001:2015
PSU Technology Group Ltd management system documentation

Assessment participants

Name	Position	Opening meeting	Closing meeting	Interviewed (processes)
Nigel Davies	Managing Director	X	X	X
Prab Sander	Consultant - Temple	X	X	X
Chris Boyle	Head of Service Operations			X
Andy Hall	Purchasing & Facilities Controller			X
Joanne Heseltine	HR Business Partner			X

Assessment conclusion

BSI assessment team

Name	Position
Stephen Lambert	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 continued 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 from previous assessments

Finding Reference	1702013-201811-N1	Certificate Reference	FS 28637
Certificate Standard	ISO 9001:2015	Clause	8.2.3.2
Category	Minor		
Area/process:	Sales Processes inc Marketing		
Details:	The processes for reviewing / approving customer requirements are not fully effective.		
Objective evidence:	Quotations are required to have technical and commercial sign off for approval. A review of 31412 re: Account AAB527 showed a commercial review had been completed however the technical review was signed off by the Account Manager who raised the quote.		
Cause	Evidence of the process approval had not been followed (authorization sent by email).		
Correction / containment	Review Internal Process 43 Issue Level 2 dated. PSU 42 Technical Signoff Procedure Version 1.1 Dated 25 Mar 19 (Email confirmation)		
Corrective action	Communication of authorities has been provided for the sales team via email and team meetings. The new procedure was audited in Internal Audit Report Dated 19 Mar 19		
Closed?:	Yes		

Findings from this assessment

Opening Meeting:

It was confirmed that there have been no changes to the processes that could affect the scope of registration.

It was confirmed that there have been no changes in structure and/or key personnel.

Explanation of the BSI process of positive reporting and related note taking during the assessment, including confirmation that the audit team leader is responsible for executing the audit plan following audit trails and conducting audit activities.

Possible outcomes (recommendation for certification or recommendation for additional assessment).

An explanation of the findings such as when non-conformances could be raised, categorisation of nonconformities such as minor and major and the effects they have on the outcomes above.

Confirmation of the confidentiality relating to what is seen during the assessment.

Confirmation that the client will be kept informed of progress or concerns during the audit.

The plan for the day was confirmed including PPE requirements for the site walk and emergency arrangements.

4.0 Context of the organization:

A review of the process was undertaken sampling the following:

PSU Technology ISO 9001:2015 Quality Management System Level 1 Dated 14 Mar 17

PSU 3a Issue Level 1 - Context of the organization (Risk rated)

PSU 3 Issue 1 Dated March 19 - SWOT Analysis

PSU 6 Organization Chart dated May 2019

PSU 12 Management Review Meeting Minutes Dated 26 Mar 19

Examples of external issues were seen as:

- Statutory and regulatory requirements
- Technological factors (new sector technology, materials and equipment)
- Weather
- Competitive
- Economic factors
- Customers
- Social and economic environments (public holidays and working days)
- Political factors (Brexit)
- Market factors (competition, organization's market share, similar products or services)
- Insurance provider

Internal issues were seen as:

- Overall performance of the organization (Management Review)
- Employees
- Governance (rules and procedures for decision making or organizational structure)
- Resource factors (infrastructure, environment for the operation of processes, organizational knowledge)
- Human factors (competence of persons, organizational behaviour and culture, relationships with unions)
- Operational factors (process or production and service provision capabilities, performance of the QMS system)

It was evident that the organization determines both external and internal issues that are relevant to its purpose and its strategic direction and that affect its ability to achieve the intended results of the quality management system.

Monitoring of the process is undertaken within the management review process.

Planned activities have been realized.

The aspects of the process sampled, were found to meet the requirements of BS EN ISO 9001:2015. Planned results have been realized.

9.3 Management Review:

A review of the process was undertaken sampling the following:

PSU Technology ISO 9001:2015 Quality Management System Level 1 Dated 14 Mar 17
PSU 3a Issue Level 1 - Context of the organization (Risk rated)
PSU 3 Issue Level 1 SWOT Analysis Dated March 19
PSU 5 Issue Level 2 Quality Policy Statement dated 07 Nov 18
PSU 6 Organization Chart dated May 19
PSU 12 Management Review Meeting Minutes Dated 26 Mar 19
PSU 13 Issue Level 2 Objectives & Targets Jan 2019 - Dec 2019 Dated Mar 19:
To increase sales revenue year on year
To increase staff retention back to previous high levels through training needs
Implement ConnectWise throughout the business - Management of change
Increase customer satisfaction
Management of change - Stabilizing the working environment - Restructure of the business
Control of external providers
PSU 37A Issue Level 1 Suppliers Evaluation Log Dated 14 Feb 19 (Risk rated)

A review from the minutes identified that top management were actively involved within the process. Review inputs and outputs required by the international standard were all contained within the minutes that were sampled.

Planned activities have been realized.

The aspects of the process sampled, were found to meet the requirements of BS EN ISO 9001:2015. Planned results have been realized.

10.1 General:

A review of the process was undertaken sampling the following:

PSU Technology ISO 9001:2015 Quality Management System Level 1 Dated 14 Mar 17
PSU 49 Issue Level 3 NC Corrective Process dated 17 Apr 19
Process Flow 12 Control of NC and Corrective Action
PSU 12 Management Review Meeting Minutes Dated 26 Mar 19
Internal Audit Report Dated 14 Jan 19
PSU 16 Non Conformance and OFI Log:
Log No: 14 NC Internal Audit Camberley 25 Apr 19
Log No: 13 NC Internal Audit Camberley 25 Apr 19
Log No: 12 OFI Internal Audit 14 Jan 19
ConnectWise Tickets (customer complaints/credits (Requested/Approved/Declined)):
Service Ticket 13729 Dated 24 Apr 19
Service Ticket 12407 Dated 09 Apr 19
Incident Ticket 12424 Dated 28 Feb 19
Service Calls:
14903 Opened 03 May 19 Closed 07 May 19
13768 Opened 03 May 19 Closed 07 May 19
14968 Opened 03 May 19 Closed 06 May 19

Consideration for the QMS with actions to address risk and opportunities, with the effectiveness of the actions being assessed at regular meetings and during management review meetings. The process was seen to be effective in meeting client expectations in line with SLA's.

Planned activities have been realized.

The aspects of the process sampled, were found to meet the requirements of BS EN ISO 9001:2015.
Planned results have been realized.

10.2 Nonconformity and corrective action:

A review of the process was undertaken sampling the following:

PSU Technology ISO 9001:2015 Quality Management System Level 1 Dated 14 Mar 17
PSU 49 Issue Level 3 NC Corrective Process dated 17 Apr 19
Process Flow 12 Control of NC and Corrective Action
PSU 12 Management Review Meeting Minutes Dated 26 Mar 19
Internal Audit Reports:
Dated 14 Jan 19
Dated 19 Mar 19
PSU 16 Non Conformance and OFI Log:
Log No: 14 NC Internal Audit Camberley 25 Apr 19
Log No: 13 NC Internal Audit Camberley 25 Apr 19
Log No: 12 OFI Internal Audit 14 Jan 19
ConnectWise Tickets (customer complaints/credits (Requested/Approved/Declined)):
Service Ticket 13729 Dated 24 Apr 19
Service Ticket 12407 Dated 09 Apr 19
Incident Ticket 12424 Dated 28 Feb 19

Nonconformity and corrective action was sampled including complaints, these were well investigated with root cause analysis and root cause being identified. Complaints were seen to be actioned within realistic timescales.

Planned activities have been realized.

The aspects of the process sampled, were found to meet the requirements of BS EN ISO 9001:2015. Planned results have been realized.

Purchasing Process:

A review of the process was undertaken sampling the following:

Purchasing Flow Chart F4a Issue Level 9 Dated 01 May 19

PSU 37A Issue Level 1 Suppliers Evaluation Log Dated 14 Feb 19 (Risk rated)

Sales Orders:

34674

34667

32504

It was evident that the organization has purchasing processes in place to achieve conformity of their services.

Planned activities have been realized.

The aspects of the process sampled, were found to meet the requirements of BS EN ISO 9001:2015. Planned results have been realized.

Managed Services and Operations / Maintenance:

A review of the process was undertaken sampling the following:

PSU Technology ISO 9001:2015 Quality Management System Level 1 Dated 14 Mar 17

PSU 5 Issue Level 2 Quality Policy Statement dated 07 Nov 18

PSU 12 Management Review Meeting Minutes Dated 26 Mar 19

Service Calls:

14903 Opened 03 May 19 Closed 07 May 19

13768 Opened 03 May 19 Closed 07 May 19

14968 Opened 03 May 19 Closed 06 May 19

Service Call Questionnaires:

10923

12024

12095

Weekly SLA Ticket Reports

It was evident that the organization has the necessary processes in place for the services, operations and maintenance for their services.

Planned activities have been realized.

The aspects of the process sampled, were found to meet the requirements of BS EN ISO 9001:2015. Planned results have been realized.

Site Tour - Local Depot / Repair / Stores:

A review of the Local Depot / Repair / Stores was undertaken sampling the following:

Purchasing Flow Chart F4a Issue Level 9 Dated 01 May 19

PSU 37A Issue Level 1 Suppliers Evaluation Log Dated 14 Feb 19 (Risk rated)

Sales Orders:

34674

34667

32504

Cheltenham Stock Spreadsheet Dated 01 May 19

Stock items:

V5 1 x Expansion cable

X3 6 x Graphic cards

L3 6 x Desktop adaptors

It was evident that the organization has the necessary processes and controls including supplier evaluation and monitoring, purchase orders well defined with stock and location traceable to the receipt note and purchase order. When required the repair of equipment (no repairs being conducted at the time of the assessment) facility is available.

Planned activities have been realized.

The aspects of the process sampled, were found to meet the requirements of BS EN ISO 9001:2015.

Planned results have been realized.

7.2 Competence:

A review of the process was undertaken sampling the following personnel:

PSU Training Plan Issue Level 2 Dated Apr 19

PSU Training Provider List dated Aug 18

PSU Employee Benefits & Recognition (Draft)

Company Skills Matrix Dated March 2019

Popcorn Dashboard

PSU Technical Career Map - PPT

Training Records:

Colin Hart

Andrew Hall

Mathew Kemp

Simon Barlow

Beth Greenway

It was evident that the organization determines and provides the competency necessary for the operation of its processes and to achieve conformity of products and services.

Planned activities have been realized.

The aspects of the process sampled, were found to meet the requirements of BS EN ISO 9001:2015.

Planned results have been realized.

6.2 Quality objectives and planning to achieve them:

A review of the process was undertaken sampling the following:

PSU Technology ISO 9001:2015 Quality Management System Level 1 Dated 14 Mar 17
PSU 5 Issue Level 2 Quality Policy Statement dated 07 Nov 18
PSU 12 Management Review Meeting Minutes Dated 26 Mar 19
PSU 13 Issue Level 2 Objectives & Targets Jan 2019 - Dec 2019 Dated Mar 19:
To increase sales revenue year on year
To increase staff retention back to previous high levels through training needs
Implement ConnectWise throughout the business - Management of change
Increase customer satisfaction
Management of change - Stabilizing the working environment - Restructure of the business
Control of external providers
PSU 49 Issue Level 3 NC Corrective Process dated 17 Apr 19
Process Flow 12 Control of NC and Corrective Action

Objectives were found to be consistent with the quality policy, measurable, monitored, communicated and updated as appropriate. Monitoring of the process is undertaken via the internal audit and management review processes.

Planned activities have been realized.

The aspects of the process sampled, were found to meet the requirements of BS EN ISO 9001:2015. Planned results have been realized.

7.5 Documented Information:

A review of the process was undertaken. The following documents and records were sampled:

PSU 5 Issue Level 2 Quality Policy Statement dated 07 Nov 18
PSU Technology ISO 9001:2015 Quality Management System Level 1 Dated 14 Mar 17
PSU 49 Issue Level 3 NC Corrective Process dated 17 Apr 19
PSU 12 Management Review Meeting Minutes Dated 26 Mar 19
PSU 13 Issue Level 2 Objectives & Targets Jan 2019 - Dec 2019 Dated Mar 19
Internal Audit Report Dated 14 Jan 19

The organization's quality management system includes documented information required by this International Standard and documented information determined by the organization as being necessary for the effectiveness of the quality management system.

Documents and records that were sampled were seen to be effectively controlled by the system.

Planned activities have been realized.

The aspects of the process sampled, were found to meet the requirements of BS EN ISO 9001:2015. Planned results have been realized.

Next visit objectives, scope and criteria

The objective of the assessment is to conduct a surveillance assessment and look for positive evidence to verify that elements of the scope of certification and the requirements of the management standard are effectively addressed by the organization's management system; that the system is demonstrating the ability to support the achievement of statutory, regulatory and contractual requirements and the organization's specified objectives as applicable with regard to the scope of the management standard; to confirm the ongoing achievement and applicability of the forward strategic plan.

The scope of the assessment is the documented management system with relation to the requirements of BS EN ISO 9001:2015 and the defined assessment plan provided in terms of locations and areas of the system and organization to be assessed.

BS EN ISO 9001:2015
PSU Technology Group Ltd 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.

Next visit plan

Date	Auditor	Time	Area/process	Clause
16 Dec 19	Paul Randle	09:00	Opening Meeting	
			QMS Changes / Updates / Context of the organisation	
			Internal Audits (Process 11)	
			Complaints, Corrective Action & Continual Improvements (Process 12)	
			Performance against Objectives	
		12:30	Lunch	
			Sales Process (Communication/Product Portfolio) Sales Offering inc Website controls	
			Service Desk Processes - sample all service lines	
			Customer Service Improvement	
			Infrastructure / Resources	
			Documented information	
		14:30	Report Preparation	
		16:30	Closing Meeting	

Appendix: Your certification structure & ongoing assessment programme

Scope of certification

FS 28637 (ISO 9001:2015)

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 management of provisioning 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.

Assessed location(s)

The audit has been performed at Central Office.

Cheltenham / FS 28637 (ISO 9001:2015)

Location reference	0009254341-000
Address	PSU Technology Group Limited Unit 1 Manchester Park Tewkesbury Road Cheltenham GL51 9EJ United Kingdom
Visit type	Continuing assessment (surveillance)
Assessment reference	8927759
Assessment dates	07/05/2019
Deviation from audit plan	No
Total number of Employees	47
Effective number of Employees	40
Scope of activities at the site	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 management of provisioning and maintenance of hardware and software (including phone systems, handsets, mobiles, servers, workstations, and network equipment. Supporting customers on site and/or through remote monitoring & management.
Assessment duration	1 day(s)

Certification assessment programme

Certificate number - FS 28637

Location reference - 0009254341-000

		Audit1	Audit2	Audit3	Audit4	Audit5	Audit6
Business area/location	Date (mm/yy):	11/18	05/19	11/19	05/20	11/20	05/21
	Duration (days):	1.0	1.0	1.0	1.0	1.0	1.0
QMS Changes / Updates / Context of the organisation		X	X	X	X	X	X
Management Review			X		X		X
Internal Audits (Process 11)		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 NCSI						X	
Purchasing Processes			X		X		
Service Desk Processes - sample all service lines		X		X		X	
Managed Services / Maintenance			X		X		X
Customer Service Improvement				X		X	
Local Depot / Repair Shop / Stores			X		X		
Training & Knowledge Management		X	X		X	X	
Infrastructure / Resources				X			
Documented information		X	X	X	X	X	X
Top management discussion - leadership & policies							X
Reassessment by Strategic Review							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.

Definitions of findings:

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.

How to contact BSI

'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 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

Notes

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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.