



Assessment Report.

PSU Technology Group Limited

Introduction.

This report has been compiled by Nigel Beedles and relates to the assessment activity detailed below:

Visit ref/Type/Date/Duration	Certificate/Standard	Site address
8037958 Continuing Assessment (Surveillance) 18/11/2014 1 day(s) No. Employees: 40	FS 28637 ISO 9001:2008	PSU Technology Group Limited Unit 1 Manchester Park Tewkesbury Road Cheltenham GL51 9EJ United Kingdom

The objective of the assessment was to conduct a surveillance assessment and look for positive evidence to ensure that elements of the scope of certification and the requirements of the management standard are effectively addressed by the organisation's management system and that the system is demonstrating the ability to support the achievement of statutory, regulatory and contractual requirements and the organisations specified objectives, as applicable with regard to the scope of the management standard, and to confirm the on-going 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 ISO9001:2008 and the defined assessment plan provided in terms of locations and areas of the system and organisation to be assessed.

Management Summary.

Overall Conclusion

The objectives of this assessment have been achieved. I would like to thank all the audit participants for their assistance and co-operation, which enabled the audit to run smoothly and to schedule. Based on the objective evidence detailed within this report, the areas assessed during the course of the visit were generally found to be effective.

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.

Areas Assessed & Findings.

Opening Meeting:

The opening meeting was conducted and arrangements for the assessment were confirmed with representatives present. This included confirmation of the visit plan, employee numbers in scope, confidentiality, H&S, BSI standard assessment approach (open questions, sampling, recording, non-conformity definition), and visit purchase order reference (not required).

Organisation Update and Change:

The organisation has expanded to unit 5 and are carrying out improvement works to provide unit 1 with more meeting space for customers, training and general business. SharePoint is slowly being introduced to improve document sharing and control away from traditional shared drives and examples of this work was evidenced during the assessment. The process for service desk management and activities has been reviewed and re-defined.

The address held by BSI for invoicing has been changed from Unit 3 to Unit 1 in this report.

Improvement Cycle: Internal Audits, Complaints and Corrective/Preventive Actions, and Management Review:

Observations and nonconformity from the last assessment were reviewed and seen to be managed. Telios tickets 332 and 333 were evidenced in relation to process documents F4A and the service delivery process. The internal audit programme and rational for planning audits were discussed and evidenced.

The annual review agenda has been updated and will include review of quality objectives (next due 2015). Monthly service review reports were evidenced showing good monitoring of operational controls, objective setting and measurement of service activity.

Complaint management and survey feedback processes were evidenced with the following Telios tickets sampled for surveys: 68335, 67907, 68012; and complaints: 380, 355 and 336. Only one complaint relates to managed services and is in relation to subcontracted systems support. Other complaints relate to provisioning. One complaint recently dated is currently open and being investigated. An open complaint is technically closed but appears to display incorrectly in Telios.

Telecom's Installation:

Telecom installation activity were sampled through the following Telios quotes and works/labour orders:

- Quote 15596, orders 61118, 61119 and associated orders - equipment, labour, project management and training
- Quote 14224, orders 56075 and associated orders- equipment, labour, training and project management
- Quote 15924 and works orders - equipment only.

The following were available for review on Telios:

- Order, quote information and acceptance
- Equipment lists, assets, serial number, licensing information
- Handover confirmation, config back, training and user guides
- Engineering time
- Invoicing and charges
- Customer feedback.

Closing meeting:

The closing meeting was conducted and the report findings summarised to those present. No comments on the report were received. The BSI standard assessment approach including confidentiality, nature of sampling, appeals process (if required), and any forward actions following this assessment were confirmed. The next visit planning arrangements were reviewed and confirmed.

Observations.

Type	Area/Process	Clause
Observations	Improvement Cycle: Internal Audits, Complaints and Corrective/Preventive Actions, and Management Review	
Scope	FS 28637	
Details:	<p>Survey Responses:</p> <p>Telios issue 68012 was sampled in relation to survey feedback. An outcome from the feedback was for an engineer to change admin right to an end customers' desktop application. There was no record of approval other than a verbal note by the engineer that admin privileges should be granted for the end user.</p> <p>There may be opportunity to review some of the change management controls implemented, however it is appreciated this may be difficult given the chain of relationship with the end customer.</p>	

Type	Area/Process	Clause
Observations	Improvement Cycle: Internal Audits, Complaints and Corrective/Preventive Actions, and Management Review	
Scope	FS 28637	
Details:	<p>Complaints Management:</p> <p>There is a complaint flagged as open on Telios dated from 23/10/2012 (reference to ticket 37641). It was not clear why Telios was displaying this complaint as open when the issue was clearly managed and closed.</p>	

Type	Area/Process	Clause
Observations	Improvement Cycle: Internal Audits, Complaints and Corrective/Preventive Actions, and Management Review	
Scope	FS 28637	
Details:	<p>Complaints Management:</p> <p>Complaint ticket 336 (relates to provisioning which is out of scope) had been closed on Telios however there was no record available of confirmation back to the customer that the complaint was closed. It would be good practice to ensure that correspondence with the complainant and closure confirmation records are maintained.</p>	

Type	Area/Process	Clause
Observations	Telecom's Installation	
Scope	FS 28637	
Details:	<p>The serial number for the processor card ref 1QLUC1411AJT was recorded as a single line item on Telios against quote 15596 and works orders 61118 and 61119. The serial number was recorded in the MAC address field against another hardware item (Base).</p>	

Opportunity for improvement.

Type	Area/Process	Clause
Opportunity for improvement	Telecom's Installation	
Scope	FS 28637	
Details:	There may be an opportunity improve the handover documentation with a small checklist section covering customer acceptance of responsibilities in relation to config backup. This could improve customer awareness in relation to config backups and issues arising with responsibility for backups of config data.	

Minor Nonconformities Raised at Last Assessment.

Ref	Area/Process	Clause
1068274N0	Complaints, Corrective Action & Preventive Action	8.5.2
Scope	FS 28637	
Details:	Corrective action processes were not fully effective	
Requirements:	<p>ISO 9001:2008 states 'the organization shall take action to eliminate the causes of nonconformities in order to prevent recurrence. Corrective actions shall be appropriate to the effects of the nonconformities encountered. A documented procedure shall be established to define requirements for</p> <ul style="list-style-type: none"> a) reviewing nonconformities (including customer complaints), b) determining the causes of nonconformities, c) evaluating the need for action to ensure that nonconformities do not recur, d) determining and implementing action needed, e) records of the results of action taken (see 4.2.4), and f) reviewing the effectiveness of the corrective action taken. 	
Objective Evidence:	There was no evidence of what actions had been taken to resolve Action 316 associated with a back-up problem which was identified as being a major incident. The event was closed and there was no evidence of the basis on which the issue was considered to be closed and resolved.	
Actions:	<p>Documented in corrective action Telios ticket/issue number 334. Actions taken:</p> <ul style="list-style-type: none"> - Improved traceability of reports attached to incident tickets on CRM system and checks of reports by Quality Manager of report availability on CRM - Reminders to Engineers to ensure reports are attached to Telios issue ticket number. - Root cause is human error and general process awareness. <p>Closed: 18/11/2014.</p>	
Closed?:	Yes	

Ref	Area/Process	Clause
1068274N1	Maintenance & Technical Support Processes	7.5.3
Scope	FS 28637	
Details:	The processes for maintaining traceability when allocating parts from stock to maintenance requests were not fully effective.	
Requirements:	<p>ISO 9001:2008 states 'where appropriate, the organization shall identify the product by suitable means throughout product realization. The organization shall identify the product status with respect to monitoring and measurement requirements throughout product realization.</p> <p>Where traceability is a requirement, the organization shall control the unique identification of the product and maintain records (see 4.2.4).</p>	
Objective Evidence:	Two tape drives, namely 1 x 8505 and 1 x 8705, were taken from stock for a repair associated with Maintenance Request 62308. Stock control process F5 required the part description and part number shall be recorded within a Telios task to facilitate the updating of stock records. The transfer of these parts from stock to the repair request had not been recorded.	
Actions:	<p>Documented in corrective action Telios ticket/issue 335.</p> <ul style="list-style-type: none"> - Engineer stock control process reminder - Audit will be completed in December to check effectiveness - Root cause relates to human error and process awareness. <p>Closed: 18/11/2014.</p>	
Closed?:	Yes	

Assessment Participants.

On behalf of the organisation:

Name	Position
Ian Radford	Quality Manager
Nigel Davies	Technical Director
Stephen Causon	Service Delivery Manager
Julie Gunn	Business Support Manager
Steve Wilson	Telecoms Installation Engineer

The assessment was conducted on behalf of BSI by:

Name	Position
Nigel Beedles	Team Leader

Continuing Assessment.

The programme of continuing assessment is detailed below.

Site Address	Certificate Reference/Visit Cycle	
PSU Technology Group Limited Unit 1 Manchester Park Tewkesbury Road Cheltenham GL51 9EJ United Kingdom	FS 28637	
	Visit interval:	6 months
	Visit duration:	1 Days
	Next re-certification:	01/05/2015

Re-certification by Strategic Review will be conducted on completion of the cycle, or sooner as required. The review will focus on the strengths and weaknesses of your Management System.

Certification Assessment Plan.

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Business area/Location	Date (mm/yy):	Visit1	Visit2	Visit3	Visit4	Visit5	Visit6
	Duration (days):	11/12	05/13	11/13	05/14	11/14	05/15
Cheltenham Head Office:		X	X	X	X	X	X
Top Management				X			X
Management Review			X		X		X
Internal Audits		X	X	X	X	X	X
Complaints, Corrective & Preventive Action		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		X		X		X	
Contracts Administration						X	
Purchasing Processes			X		X		
Maintenance, including Remote Diagnostics and Technical Support					X		
Site visit to maintenance, installation or managed service site			X			X	
Telecom's Installation						X	
Call Management & depot		X		X			X
Reassessment by Strategic Review							X

Next Visit Plan.

Visit objectives:

Re-certification Opt 1

The objective of the assessment is to ascertain the integrity of the organisation's management system over the current assessment cycle to enable re-certification and confirm the forward strategic assessment plan.

Date	Assessor	Time	Area/Process
08/06/2015	Paul Randall	0900	Opening Meeting
		0915	Organisation Update and Change
		0930	Internal Audits, Corrective/Preventive Actions and Management Review, Compliments, Complaints and Satisfaction Monitoring.
		1100	Top Management and Strategic Review with quality management representative to cover: <ul style="list-style-type: none"> - Management commitment (stakeholder focus, management system policy, objectives, organisation, communication) - The effectiveness of the interaction of all elements of the system - The effectiveness of the management system in the light of internal or external changes and continued compliance.
		1130	Strategic Review with quality management representative using strategic review data pack to cover: <ul style="list-style-type: none"> - Assessment progress against the strategic assessment plan - Assessment findings over the certification cycle - Progress in relation to management system objectives - Completion of the 3-year plan - Trends in nonconformities or, areas of concern etc - Closure of any complaints received by BSI.
		1300	Lunch
		1330	Confirmation of: <ul style="list-style-type: none"> - Scope, Exclusions and BSI T-Codes - Contact, Address and Certificate Details - Number of Assessment Days - Conflict of Interest and Client Manager.
		1430	Call Management & depot
		1530	Report Preparation
		1630	Closing Meeting

Please note that BSI reserves the right to apply a charge equivalent to the full daily rate for cancellation of the visit by the organisation 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.

Notes.

The assessment was based on sampling and therefore nonconformities may exist which have not been identified.

If you wish to distribute copies of this report external to your organisation, then all pages must be included.

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

Tel: +44 (0)845 080 9000 Fax +44 (0)1908 228123

Email: MK.Customerservices@bsigroup.com

Appendices.

ISO9001:2015 Revision Update Information

ISO 9001 Revision films

Introducing the ISO 9001 Revision - <http://youtu.be/a8JLWal2JvY>

BSI explains the background to the ISO 9001:2015 Revision, what it will mean for ISO 9001 clients and how clients can manage their transition when the new standard is published in 2015.

ISO 9001 revision in more detail: <http://youtu.be/HehBkijZoIq>

BSI looks at the detail behind the ISO 9001:2015 Revision, what it will mean for ISO 9001 clients and how to manage the transition when the new standard is published in 2015.

Preparing for the ISO 9001 revision: <http://youtu.be/apGqw4Khi0U>

BSI identifies the main changes to ISO 9001 Revision and how you can prepare your organization ahead of its publication in late 2015.

ISO 9001

<http://www.linkedin.com/groups/ISO-9001-2015-Revision-7411131?home=&gid=7411131&trk=anet ug hm>

<http://www.bsigroup.com/en-GB/iso-9001-quality-management/ISO-9001-Revision/>