



Assessment Report.

PSU Technology Group Limited

Introduction.

This report has been compiled by Paul Randle and relates to the assessment activity detailed below:

Visit ref/Type/Date/Duration	Certificate/Standard	Site address
8228015 Continuing Assessment (Surveillance) 06/11/2015 1 day(s) Effective no. of employees : 44 Total no. of employees : 44	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 ISO 9001:2008 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.

During this assessment visit, the client was seen to have an effective management system that supported the management team in maintaining good progress towards their objectives, targets, and business KPI's. Furthermore, during this visit, the Telios CRM system was seen to embedded into the clients every day processes and offered a high degree of error proofing to their processes.

Based on the objective evidence detailed within this report, the areas assessed during the course of the visit were found to be effective.

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.

Areas Assessed & Findings.

QMS Changes & Updates :

There have been no major changes to the clients business processes, procedures or their documented quality management system since the last assessment visit.

The high level quality manual remains unchanged at Revision J

The business has continued to grow particularly in terms of their managed / hosted services arena and have completed some restructuring of roles and responsibilities and have created a series of Head Of Department roles however this has not impacted upon responsibilities for the operation of the quality management system.

The client is also embarking on a project to utilise a SharePoint site for management of documents and records within the business and is currently developing a 'change management process' where documents can be acknowledged and approved electronically thus moving towards a paperless system. This change may drive a change in procedures for managing and retaining documented information and progress on this shall be reviewed at future assessment visits.

The client is well aware of the recent release of ISO 9001:2015 though has not formally commenced any work towards transition though is planning to start around mid-2016

Progress towards transition shall be reviewed at future assessment visits.

QMS Administration :

The client holds monthly service management meetings and these are supported with an annual management review which was held late on 3/8/15 to review 2014 performance. Meeting minutes were noted to confirm top management within the organisation were present and the process contained all the necessary inputs required by the standard.

The content of the monthly and annual meeting minutes were notes to contain links to objective evidence to support the claims made and conclusions reached and where actions were required, those actions, time scales and responsibilities were well defined in each instance.

The client has continued to deliver their 2015 internal audit schedule which includes all 3 sites within the registration and whilst there has been some slippage of the plan, it is currently up to date. Recently completed audit reports were sampled and evaluated;

- Project Management Office (PMO) Processes F10 - dated 28/9/15 1 x NCR raised;
- Service Delivery Processes F6 / F7A2 / F7 / F7D / F2 - dated 17/9/15 2 x NCR's raised;

Audit reports were suitably detailed, contained links to objective evidence and where NCR's were raised these had all been entered into the clients own corrective action processes.

The client has defined processes for the implementation of corrective and preventive action with complaints linked to goods and services supplied by the organisation being generally at a low level. It was also noted that the client has been using their corrective action processes to address issues identified in their own internal audits to good effect as referenced above.

A series of issues were sampled and evaluated;

- Re: 458 / 469 / 470 / 471 / 478

Issues were well documented within the Telios System and demonstrated the manner in which the client interacted with both their customer and their suppliers in resolving issues.

The clients commitment to preventive action is evident within the culture of the business, through deployment of their quality management system processes and was evident at this assessment via the manner in which all activities are managed through the Telios system which offers a high degree of error proofing to processes.

Objectives and targets for the management team focus upon service desk activities, tickets opened and closed; outages, major incidents, and circuit / server availability. Progress is reported on a monthly basis as part of the clients monthly management review process and data seen in the June & July monthly review showed 72% of tickets were responded to within 1 hour whilst 31% of calls were fixed within 1 hour, tickets closed out within SLA were at 98% and 99% respectively, all P1 incidents were addressed within SLA, circuit / server availability and was at 99% and the clients net promoter score was in excess of 80%.

Observations.

Type	Area/Process	Clause
Observations	QMS Administration	8.5.2
Scope	FS 28637	
Details:	The client may consider establishing criteria for re-allocating actions to personnel as an issue relating to the time taken to resolve an initial issue had been re-allocated to the Service Delivery Manager whilst he was on holiday and hence he would have been unable to respond to the enquiry promptly.	

Type	Area/Process	Clause
Observations	QMS Administration	5.6
Scope	FS 28637	
Details:	The client holds a monthly management review meeting however there has been some slight slippage of these plans. The client may consider amending the meeting frequency if it is appropriate to do so.	

Opportunity for improvement.

Type	Area/Process	Clause
Opportunity for improvement	QMS Administration	8.5.2
Scope	FS 28637	
Details:	There are a number of issues open on Telios which shall be addressed via the clients project to better define their service descriptions. The client may consider setting time scales for closing these issues to ensure the project is progressed and open issues addressed.	

Purchasing Processes / Goods Inwards :

An overview of the processes surrounding purchasing activities were given by the Purchasing and Facilities Manager which included the use of the Telios System to link to the sales quotation system and to facilitate scheduling of purchasing tasks.

The Telios system is central all of the clients business processes and where quotations are converted to firm orders, this creates a series of purchasing tasks to buy in hardware / software to deliver project work. To test the effectiveness of the processes involved, a series of audit trails were followed for;

- Special EFX Limited (Sales Quote 17713) P/O's 15731 - 15734

The process was noted to be highly error proofed through the use of Telios which allowed items which formed the details contained within the sales quote to populate the purchasing system to raise purchase orders that are then forwarded to suppliers.

For each quote, one purchase order is raised per supplier and access to approved suppliers is managed through Telios and checks conformed purchase orders raised for hardware, a UPS, a patch panel, and training were suitably detailed, the approval of purchase orders by the Managing Director was evidenced and records relating to the supplier acknowledgements were retained again through the Telios system.

Once orders are placed, the client uses the recording of an 'expected delivery date' to trace orders and any late deliveries are chased as required. The flexibility of the Telios system allows goods inwards checks to be captured and serial numbers to be recorded at any of the clients depots and records relating to P/O 15731 which were received at the Camberley Depot were seen to align with the serialised stock report issued by the supplier involved.

Additional checks confirmed that the suppliers associated with these orders had been evaluated; and that supplier monitoring and re-evaluation is managed through the monthly management review where purchasing and suppliers is an agenda item. There was no evidence of issues arising as a result of the performance of product suppliers.

Overall, the processes involved were seen to be effective.

Sales / Commercial Processes :

An overview of sales / commercial processes were given by the Account Manager which cycled through the the activities linked to managing the sales pipeline through the Telios CRM; identifying a clients requirements; raising the quote, and creating the necessary work flows within the CRM to process a customers order.

To demonstrate the processes involved, an audit trail was followed through a recent completed sale for a Mitel Wireless Hand Set re: Quote 18013. Whilst this was a relatively small sale, it was explained that the customer was new to the business and was an existing user of Mitel products hence there was potential scope to develop and grow this account.

Customer requirements were established through discussion with the client, which included emailing details of telephone bases that were compatible with the handset being offered and a detailed quote was sent to the customer which was duly signed to confirm acceptance of the order together with an account application which was seen to have been completed correctly.

Workflows created in Telios showed the order was subject to independent review prior to conversion and the creation of a purchase order for the hardware which was delivered direct to the customer.

Overall, the processes involved were seen to be effective.

During the course of the visit logos were found to be used correctly.

Assessment Participants.

On behalf of the organisation:

Name	Position
Nigel Davies	Technical Director
Ian Radford	Purchasing Manager / QA Representative
Andrew Hall	Purchasing & Facilities Manager
Julie Gunn	Business Support Manager
Stephen Causon	Service Delivery Manager
David Ramage	Account Manager

The assessment was conducted on behalf of BSI by:

Name	Position
Paul Randle	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:	01/05/2018

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.

P S U -0009254341-000|FS 28637

		Visit1	Visit2	Visit3	Visit4	Visit5	Visit6
Business area/Location	Date (mm/yy):	11/15	05/16	11/16	05/17	11/17	05/18
	Duration (days):	1.0	1.0	1.0	1.0	1.0	1.0
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		
Service Desk Processes					X		
Site visit to maintenance, installation or managed service site			X			X	
Telecom's Installation						X	
Local Depot / Repair Shop / Stores			X		X		
Reassessment by Strategic Review							X

Next Visit Plan.

Visit objectives:

The objective of the assessment is to conduct a surveillance assessment and look for positive evidence to ensure the 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.

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Date	Assessor	Time	Area/Process	Clause
06/06/2016	Paul Randle	09:00	Opening Meeting	
		09:15	QMS Changes & Updates inc Progress Towards ISO 9001:2015 transition	
			Management Review	
			Complaints, Corrective & Preventive Action	
			Performance against Objectives	
		11:00	Customer Satisfaction	
		11:30	Site maintenance or installation - desk top audit	
		12:30	Lunch	
		13:00	Local Depot / Repair Shop / Stores	
		14:00	Follow up audit trails	
		14:30	Report Preparation	
		16:00	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.

Scope of Certificate FS 28637 (ISO 9001:2008).

Main Scope

Customer maintenance and repair of computer systems, PC's and related peripherals. The management of on-site and remote support of hardware on computer systems, PC's, related peripherals and telephony equipment. The sales and management of installation of new telephone systems.

Location	Scope
PSU Technology Group Limited Unit 1 Manchester Park Tewkesbury Road Cheltenham GL51 9EJ United Kingdom P S U -0009254341-000	Main Certificate Scope applies.

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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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.

Expected Outcomes for Accredited Certification.

What accredited certification means:

The accredited certification process provides confidence that the organization has a management system that conforms to the applicable requirements of the certified standards covered within this assessment and scope of certification.

What accredited certification does not mean:

It is important to recognize that certification defines the requirements for an organization's management system, not for its products or services. It does not imply that the organization is providing a superior product or service, or that the product, service or performance itself is certified as meeting the requirements of an ISO standard or specification or that the organisation can guarantee 100% product, service or performance conformity, though this should of course be a permanent goal.