



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
8321695 Continuing Assessment (Surveillance) 06/06/2016 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

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. This has been a successful visit. Well done to all involved.

The quality management system processes were seen to be supporting the business in making good progress towards their objectives and targets and the management team were seen committed to making continual improvements particularly in terms of their improved management review process and the increased stability of the IT infrastructure through effective monitoring.

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

The audit team recommends that BSI consider the information found in this assessment report as evidence in part, of the conformity of PSU Technology Group Limited with the requirements for ISO 9001:2008 continued certification.

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 business processes or procedures since the last assessment visit. The business is looking for the Lancaster site to hold its own ISO 9001 registration certificate and the management team are growing the managed services side of the business which will drive some changes to PMO processes as well as working towards ISO 9001:2015 transition however, at present, the current high level documented quality management system remains at Issue J

ISO 9001:2015 Transition :

The client is aware of the recent release of ISO 9001:2015, is in possession of the latest version of the standard has commenced a plan to develop their management system to meet the requirements of the new standard.

A brief summary of the changes, including the benefits of registration, together with the options available for managing the transition were discussed, including the extra assessment time that is required, and integrating transition assessments into scheduled continuing assessment visits is to be favoured by the client. The transition journey commences with the completion of a readiness review which is documented in our readiness review form.

In response to this, the client has committed to a readiness review which is to be delivered as a remote assessment that is booked for 23 September 2016 and the implementation of the 2015 management system shall be assessed as part of continuing assessment visits from November 2016 onwards.

The client is mindful of the time constraints involved with managing transition within scheduled CAV visits hence the risks to the business involved in delaying transition and the benefits of early transition were explained. Progress towards ISO 9001:2015 transition shall be reviewed at the next assessment visit.

Opportunity for improvement.

Type	Area/Process	Clause
Opportunity for improvement	ISO 9001:2015 Transition	2015:4
Scope	FS 28637	
Details:	<p>The client may consider visiting the BSI Website, www.bsigroup.com/revisions for access to resources to aid any transition works as these resources are periodically updated.</p> <p>The client may consider visiting the BSI website to gain information concerning ISO 9001:2015 specific transition training solutions.</p> <p>The client may consider testing their preparedness for ISO 9001:2015 transition with a gap analysis visit however please be aware that a gap analysis visit does not form part of the formal transition process leading towards ISO 9001:2015 registration.</p>	

QMS Administration :

The client has commenced a process of planned bi-monthly quality reviews and these are supported with an annual review to ensure all requirements of Clause 5.6 within ISO 9001:2008 have been captured. A review of the most recent meeting minutes, dated May 2016, showed these were rich with objective evidence to demonstrate the performance of the management system and where actions are required, these were defined within a 'to do' list which highlighted responsibilities and linked to Telios Tasks where it was appropriate for these to be raised. The processes involved were seen to meet the requirements of the standard.

The client continues to use the Telios System to raise issues associated with customer complaints. A review of open actions showed there were just two actions open re: Report 508 re: on-going service issue; and Report 546 re: line speed / availability issue;

Whilst each report remained open both contained extensive detail of the actions taken to do to resolve the issues involved. A review of Report 542 re: time delays / communication issues; showed the issues involved had been thoroughly investigated, appropriate root causes identified and corrective action taken.

The clients commitment to preventive action is ever present within the approach to running and continuously improving the business were demonstrated via the plans to develop PMO processes, the service catalogue, the change advisory board and the generation of a document titled 'Risks that may prevent on time delivery' which aims to make customers aware of the issues that may affect the client and manage their expectations which is often the source of complaints rather failings of the management team and its processes.

Objectives and targets for the management team continue to be focussed towards SLA compliance, server and circuit availability, avoiding major incidents and maintaining a high net promoter score. At this this visit, it was demonstrated that the SLA tracking for the major customer was 99.5% and the remaining customer base was 98.31% against a target of >95%. Furthermore, server and circuit availability was running at 100% and major incidents had reduced in 2014 and 2015, and were at zero for 2016 YTD which was said to be a reflection of the stability of the clients systems. The net promoter score was also reported at +78% which was considered to be satisfactory.

Overall, the processes associated with the administration of the documented quality management system were seen to be effective.

Customer Satisfaction :

The client has a number of inputs to customer satisfaction processes which include the satisfaction questionnaire despatched after each support call together with the newly implemented customer score card system.

At this assessment it was possible to review responses to the satisfaction questionnaire which addressed issues linked to service and the speed of resolution and were seen to be consistently at a high level in general terms. Where scores of 6 or less were attracted, these were seen to have been investigated by the client to identify the need for corrective action however none were attributed to failings by the client and linked to perception and expectation with the client planning to issue a document titled 'risks that may prevent on time delivery' which will aid the customers understanding of the challenges faced by the client.

The client also issues a score card which gather feedback from clients within each customer type sector and whilst this is a relatively new initiative, the findings have been generally positive and no evidence of dissatisfaction had been identified in the surveys viewed re: Meridian & Hardman Brothers

Whilst this is a very new initiative, the client has plans to extend the reach of this surveying and progress on this initiative, together with its findings shall be reviewed at future assessment visits.

Telephony Installation Processes :

An overview of the telephony installation process was given by the Team Leader in this area and included their links with PMO and Provisioning processes. To test the processes involved, a detailed audit trail was followed for the installation of;

- Sales O/n: 11406 - Installation of Mitel Hx Controller, 31 IP Phones, and a software application;

Records maintained through Telios demonstrate how the sales order had been progressed towards installation and how the job consisted of off-site build, 4 x man days on site for physical installation, 1 day on-site support after installation and 1 day training delivery.

The processes involved were depicted in a flow chart re: F7D and the process followed by the client mirrored the flow chart and records maintained by the client confirmed, the planned jobs had been completed, the client had been issued with details of the system configuration, details of the serialised stock installed, and the phone user guide resulting the Hand Over / Completion Certificate re: 11406 being signed by both the client and their customer. Additional audit trails linked to training records for the engineers involved with this job confirmed competence had been established and records retained.

Overall, the processes involved were seen to be effective.

Observations.

Type	Area/Process	Clause
Observations	Telephony Installation Processes	4.2.3
Scope	FS 28637	
Details:	The Handover / Completion Certificate document was marked as being due for review in 2015 however this was actively delayed as a result of planned changes to the PMO processes. The client may consider extending the review date so the valid status of the document is confirmed.	

Work Shop & Stores Processes :

An overview of the stores and work shop processes together with the goods in and good out processes were given by the Purchasing & Facilities Manager.

Activities within the stores and work shop have reduced over the years however all goods received into and booked out of the stores are recorded via the Telios System and items are subject to monthly stock takes to ensure records remain accurate.

Where jobs enter the workshop, they are accompanied with an ID label and the work required is detailed within the Telios task system as per site installation work.

At the time of the assessment, there were no workshop jobs being completed however checks confirmed Fluke and PAT testing equipment was within its calibration frequency and positively identified. Additional checks demonstrated how the infrastructure and work environment is maintained through quarterly earth bonding / electrostatic testing and detailed records for each bench (1/2/3) and the earth strap tester being maintained.

Checks were also made in the warehouse for items on the serialised stock list re: S/N's 02903862 and 06394511 were found in their defined location and stock quantities were correct.

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
Julie Gunn	Business Support Manager
Steve Causon	Service Delivery Manager
Scott Petri	Telco Team Leader
Simon Barlow	Head of Marketing
Rob Deacon	Sales Director
Andrew Hall	Purchasing & Facilities 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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Visit Criteria

The clients own quality management system, ISO 9001:2008 and ISO 9001:2015

Visit Scope

To complete the 3rd continuing assessment visit within the clients current certification cycle.

Date	Assessor	Time	Area/Process	Clause
10/11/2016	Paul Randle	09:00	Opening Meeting	
		09:15	QMS Changes & updates inc - review previous visit report; - balance score card data / findings; - transition to ISO 9001:2015;	
		09:45	Internal Audits	
			Complaints, Corrective & Preventive Action	
			Performance against Objectives	
		11:00	Sales Process (Communication/Product Portfolio) Sales Offering inc; - Service Catalogue / Descriptions	
		12:30	Lunch	
		13:00	Top Management Discussion re: - Context of the organisation - Needs / Expectation of interested parties; - Leadership	2015:4 / 2015:5
		14:30	Follow up audit trails	
		14:45	Report Preparation	
		16:15	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.

The scope has been confirmed as correct.

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.

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

Tel: +44 (0)845 080 9000

Email: MK.Customerservices@bsigroup.com

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.