

Assessment Report

PSU Technology Group Limited

Assessment dates	05/06/2017 to 05/06/2017
Assessment location	Cheltenham (000)
Report author	Paul Randle
Assessment standards	ISO 9001:2008 / 2015



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Executive summary

During this assessment visit, the client was seen to have identified with the significant changes implemented within the organisation surrounding TX and the SAP system, personnel changes, their strategic plans for growth which were well known throughout the organisation and the need to develop their quality management system to support the management team during this period of growth and change.

Whilst the client has an effective management system that is sufficiently integrated into their business as usual processes such that they consistently achieve high NPS scores and SLA compliance levels. The need raise the effectiveness of the management system as well as meet the requirements of ISO 9001:2015 has resulted in an external consult being recruited to support them in achieving this goal. The work completed to date on transition has been tailored to support the clients existing processes with a focus upon developing value added processes that embed the business strategy.

Furthermore, throughout the assessment visit, knowledge of the management system and its supporting documentation retained via the clients SharePoint site were well known at all levels within the organisation and the strategy explained by the Technical Director at the start of the visit was echoed by those spoken to during the assessment as was knowledge of the business metrics around NPS and SLA's.

Whilst it is acknowledged within the business that there is much work required to implement processes to meet the requirements of ISO 9001:2015 the client has secured the resources to facilitate this and is targeting the completion of transition at the November 2017 which has been increased to 1.5 days to ensure coverage of processes.

Well done and many thanks to all involved in today's assessment visit.

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 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 / ISO 9001:2015 and the defined assessment plan provided in terms of locations and areas of the system and organization to be assessed.

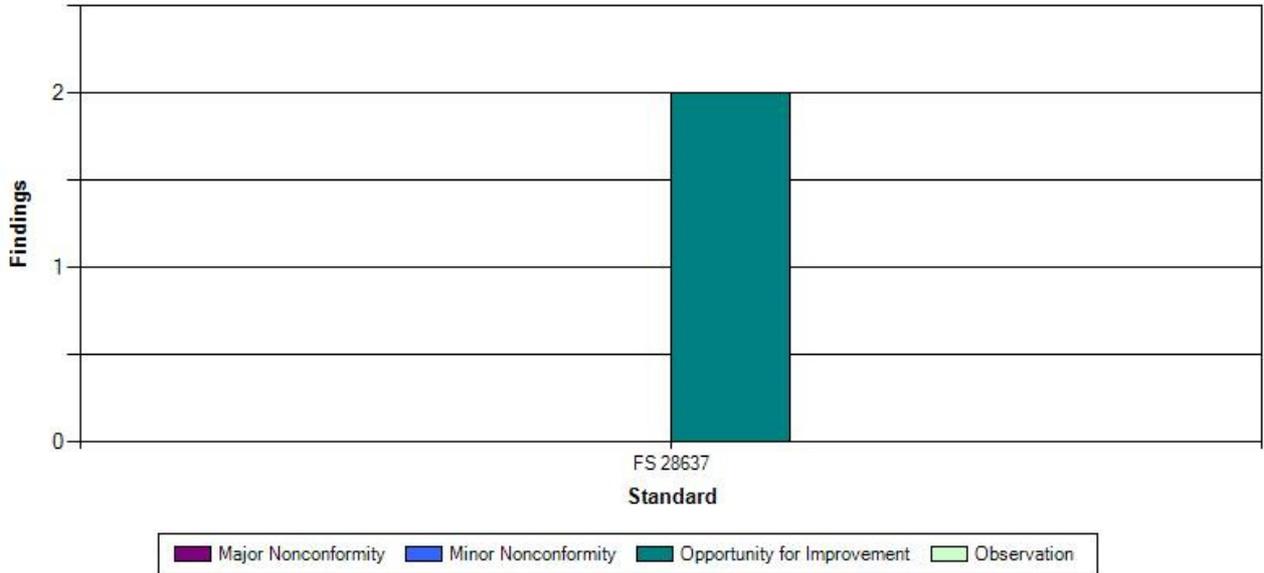
ISO 9001:2008

ISO 9001:2015

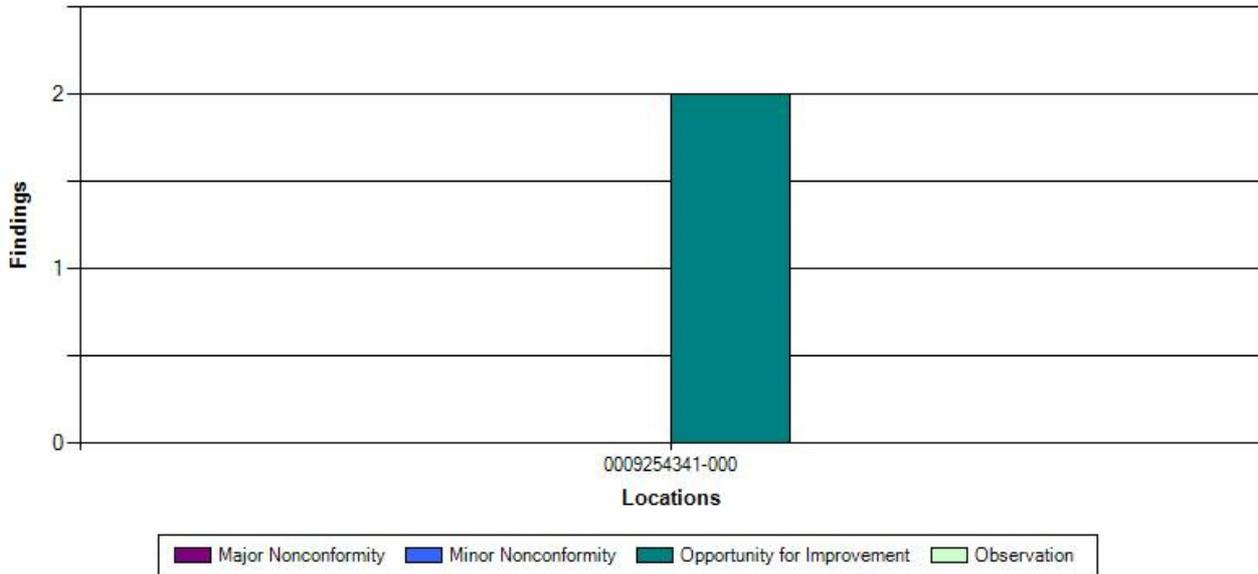
PSU Technology Group Ltd; management system documentation - Rev J

NCR summary

Which standard(s) BSI recorded findings against



Where BSI recorded findings



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.

Observation
It is ONLY applicable for those schemes which prohibit the certification body to issue an opportunity for improvement.
It is a statement of fact made by the assessor referring to a weakness or potential deficiency in a management system which, if not improved, may lead to a nonconformity in the future.

Assessment participants

Name	Position	Opening meeting	Closing meeting	Interviewed (processes)
Nigel Davies	Technical Director	X	X	X
Bob Hughes	Consultant	X	X	X
Andy Hall	Purchasing & Facilities Manager			X
Dan Bridges	Director of Services & Operations			X
Jason Russell	Service Desk Team Leader			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 PSU Technology Group Limited 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

QMS Changes & Updates / Context of the Organisation:

Since the last assessment, there have been a number of significant changes affecting the business;

- the previous Quality Manager has retired;
- the client has recruited the services of an external consultant to support them through 2015 transition;
- the client has developed a new quality management system that meets the requirements of 2015;
- 5 members of staff have been trained in the requirements of auditing to ISO 9001:2015
- the business have moved to an SAP system and are using a new ticketing system

The significant changes affecting the business have impeded the progress towards ISO 9001:2015 transition however during the visit the client was seen to have a clear plan to enhance their management system to meet the requirements of the new standard with a focus upon developing a system that adds value and reflects the business management processes.

Meanwhile, the current management system, which meets the requirements of ISO 9001:2008 remains at Revision J and the high level documented quality policy is unchanged.

Management Review:

When assessing this process, the following was reviewed;

Bi-monthly Management Review Meeting minutes - May 2017 (V2) Dated 30/5/17

The meeting agenda was configured to be aligned with the requirements of Clause 9.3 within ISO 9001:2015 and the meeting minutes were suitably detailed with a clear output from the process being defined.

The process was seen to be effective in meeting the requirements of the standard, providing the management team with a comprehensive review of the performance of the management system and providing a platform against which plans for continual improvement can be made.

Internal Audits:

When assessing these processes, the following were reviewed;

- 2016 Internal Audit Schedule
- 2017 Internal Audit Schedule
- Sales & Purchasing Audit - 18/5/17 - Extensive dialogue + 1 x NCR
- Management System Audit - 11/5/17 - 1 x NCR
- Service Delivery Audit - 18/5/17 - No non conformities

The 2016 schedule was not completed due to a variety of work pressures and these were considered when constructing the 2017 schedule and that schedule was seen to be up to date.

The audit reports showed the criteria and scope had been determined in each instance and provided a good assessment of the effectiveness of the processes being audited and contained links to objective evidence for the audit samples taken. Where non conformities were identified, action was taken accordingly.

Communication of audit findings was seen to be via the bi-monthly management review process.

The processes were seen to be effective in ensuring processes were as per the clients planned arrangements, covered the Cheltenham and Camberley sites, and satisfied the requirements of the standard.

Opportunity for improvement

Ref. no	1486056-201706-I1
Area/process	Internal Audits
Clause	8.2.2
Scope	FS 28637
Details	The levels of detail within internal audits varied from one internal auditor to another. This could lead to the internal audit process not giving a full and accurate of assessment of the effectiveness of the processes involved.

Complaints, Non Conformities & Corrective Action:

The business encounter low levels of customer complaints with most corrective actions originating from internal audit findings and Service Call Questionnaires.

Records confirmed just 7 tickets are open within the TX Ticketing System however all are within current time frames. The following tickets were also viewed;

- Ticket 6 - Contract information issue;
- Ticket 10 - SCQ response (Ticket 14526)

Documentation maintained through the TX system showed the issues involved were contained and appropriate corrective action taken to mitigate root causes. The processes were seen to be effective in providing a basis for making continual improvement and preventing recurring issues.

Quality Objectives:

Quality objectives and targets for the management team focus upon;

- Maintaining Net Promoter Scores;
- Maintaining SLA Compliance;
- Circuit & server availability;

Data viewed at this assessment established that the NPS varied between +69 and +80 in the period from February 2017 to May 2017 and SLA compliance was running at 96.84% against a target of >95%

Whilst the client was seen to be making good progress towards their objectives and targets, there is a focus amongst the management team towards understanding what the NPS means to them and establishing a first time resolution KPI for the Service Desk.

Whilst the management system was seen to be effective in supporting the client in meeting the targets they have set, subsequent progress and that on the service desk KPI's shall be assessed at future assessment visits.

Purchasing Processes:

When assessing these processes, the following were reviewed;

- Process F4A - Purchasing Process
- Process F4A1 - Supplier Evaluation
- Supplier Issue via Telios Action 610
- New Supplier Form 9 (16/2/17)
- Purchase Order 30254
- GRN 211
- SAP Relationship Map for Project 30188
- Stock Take Report 1/6/17

When following audit trails, the processes involved were seen to be generally effective and closely aligned to the clients documented processes and provided an element of risk management in that the suppliers were evaluated and their use approved by Director level personnel prior to use with monitoring and subsequent re-evaluation being controlled through the bi-monthly management review.

In each instance, audit trails produced expected results, the clients SAP System was effective in linking purchase orders, projects, and goods received notes via a visual representation, supported the client in ensuring low levels of customer complaints and all elements of the process satisfied the requirements of the standard.

Opportunity for improvement

Ref. no	1486056-201706-I2
Area/process	Purchasing Processes
Clause	7.4.1
Scope	FS 28637
Details	Process F4A1 states the Quality Manager or Technical Manager shall take part in the supplier evaluation process and records for suppliers Trust and Daisy Comms confirm this however the specific criteria to gain approval from the Quality Manager or Technical Director was unclear. This could lead to a lack of clarity and objectivity for the process.

Service Desk:

When assessing these processes, the following were reviewed;

- Process F6 Service Desk
- Process F6A Emergency Ticketing
- Management Information Dashboard - to May 2017
- TX SLA Dashboard
- Incident TX 17071 - Cable requirement (P3)
- Incident TX 17041 - Laptop update
- OneNote Knowledge Base re: RJ - Creating Mail Box

A detailed overview of the processes involved were given by Director of Service & Operations which focussed upon the business strategy to enhance the customer experience through a number of initiatives with first time resolution being central to this, understanding what industry benchmarks for NPS are and expand the range of KPI's monitored to drive further improvements.

When following audit trails via the Service Desk Team Leader, there was good knowledge of the processes involved and they were seen to be effective in mirroring the documented process information and driving high levels of NPS and an overall SLA compliance rate of 96.84% against a target of >95%.

Our next steps

Next visit plan

Date	Auditor	Time	Area/process	Clause
16/11/2017	Paul Randle	09:00	Opening Meeting	
		09:15	Changes / Updates / Context of the organisation	2015:4
			Actions to address risks & opportunities	2015:6.1
		10:30	Sales Process (Communication/Product Portfolio) Sales Offering	2015:7 / 2015:8
		11:30	Contracts Administration	2015:7.5 / 2015:8
		12:00	Telecoms installation (Desk Top)	2015:7 / 2015:8
		12:30	Lunch	
		13:00	Managed Services inc Maintenance	
		14:30	Local Depot / Repair Shop / Stores	2015:8
			Purchasing Processes	2015:8
		15:30	Preliminary Report Writing	
		16:15	Review Day 1 Findings	
17/11/2017	Paul Randle	09:00	Opening Meeting	
		09:15	Progress towards objectives inc monitoring & measurement	2015:9
			Internal Audits	2015:9
			Complaints, Corrective Action & Improvements	2015:10
		11:00	Report Preparation & update strategic plans	
		12:30	Present findings, make recommendation, and closing meeting.	

Next visit objectives, scope and criteria

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

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.

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.

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 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

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)

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	8507233
Assessment dates	05/06/2017
Deviation from audit plan	Yes
Reason for deviation from audit plan	Local Depot / Repair Workshop / Stores not assessed due to time constraints.
No. of full time equivalent employees	38
Total no. of effective employees at the site	38
Scope of activities at the site	Main certificate scope applies.
Assessment duration	1 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:

Previous Quality Manager left the business (retired) and an external consultant has been recruited to support the client through ISO 9001:2015 transition

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.

Certification assessment programme

Certificate number - FS 28637

Location reference - 0009254341-000

		Audit1	Audit2	Audit3	Audit4	Audit5	Audit6
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
Changes / Updates / Context of the organisation				X		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	X	
Service Desk Processes					X		
Managed Services / Maintenance			X			X	
Telecom's Installation (Desk Top)						X	
Local Depot / Repair Shop / Stores			X			X	
Context of the organisation (4)						X	
Leadership (5)				X			
Planning (6)						X	
Support (7)						X	
Operation (8)						X	
Performance evaluation (9)						X	
Improvement (10)						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.

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.