

Quality Management System Policy



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1. DOCUMENT PURPOSE

GCI's Business Vision is to be the leading provider of cloud services based on Microsoft technologies outside Microsoft, delivering to customers with high quality cloud-based IT solutions.

The Company's strategic objectives are to:

- Develop and maintain market leading cloud based services that have key USPs in the UK and international market.
- Develop thought leadership and technology guidance to customers and partners moving to the cloud.
- Be the Cloud Service Provider of choice for Hybrid cloud deployments spanning public, private and on-premises.
- Empower customers and partners of all types to adopt Cloud on their terms: Small, Medium or Enterprise, public or private sector.
- Ensure an exceptional level of experience when adopting Cloud during service delivery and in life support.

The Company's integrated management system provides the business with a clear strategic and operational framework to enable it to achieve the above objectives through a culture of continuous improvement. The key management policies and processes within the framework are formulated in line with the ISO standards listed below, relevant legislation and industry best practice with a view to ensure all implications and interested parties are addressed.

- Quality Management System Standard ISO 9001:2008
- Information Security Standard ISO 27001:2013
- Environmental Standard ISO 14001:2004
- Business Continuity Standard ISO 22301:2012
- Service Management Standard ISO 20000-1:2011

The Company's Quality Management System aims to:

- Pursue all business activities in an efficient and effective manner resulting in clear and mutually productive relationships with suppliers and exceeding customer experience expectation where possible.
- Promote a culture of communication and continual improvement across all areas of the business, and onwards with our customers, partners, vendors and all external interested parties.

The approval and effective implementation of this policy is the responsibility of the GCI Board, represented by the Chief Operating Officer with accountability delegated to the Head of Business Operations with the support of the Quality Forum.

The Quality Forum is made up of employees with appropriate responsibilities for maintaining and managing the key areas of the Management System, and has the collective responsibility for reviewing the performance of the management systems including specific operational objectives and providing advice and support to enable continuous improvement.

This Quality Policy is reviewed annually or at any other time that is deemed necessary by the Company's operational needs.

Interested parties include but not exclusively:

- Customers – current and prospective
- Employees
- Suppliers
- Shareholders & Financial Institutions
- Local community and government to operating locations
- The wider Business IT Market and influencers
- Legislative and relevant Public Sector Bodies
- The general public interest

2. SCOPE

The scope of this policy includes all significant aspects of the business supporting former Outsourcery Products and Platforms.