



## Quality Assurance Policy

The corporate goal of PS Networks is for the technical, administrative and human factors affecting the quality of our services to always be under our control and kept relevant to the expectations and needs of our clients.

Our policies, objectives and responsibilities are clearly defined within our Quality Manual and PS Networks will always ensure that they are understood, maintained, implemented and reviewed for suitability on a regular basis by senior management.

PS Networks are committed to the continual improvement of our QA system and to continually complying with all applicable requirements including all customer focused, legislative, statutory and those contained within ISO (9001:2015).

### PS Networks primary aims are:

- To be recognised as a leading UK provider of Infrastructure Connectivity Solutions and Managed Infrastructure Services within the Data Centre Industry
- To add value to our customers through continual innovation both with costs and time
- To have good, clear communication with clients and stakeholders
- To build lasting relationships with clients by listening to their needs and designing cost effective solutions

### The Strategic Objectives of PS Networks are:

- To improve the profitability of our business by continual innovation and constant revision of our customer services quality in order to maximise revenue and profit
- To promote a 'customer first' culture and a continual service improvement policy
- To ensure all team members are appropriately trained, empowered and inspired to deliver the companies business solutions with pride and attention to detail and quality
- To maintain and continually develop operational excellence

### The aims and objectives of PS Networks will be measured by the following KPI's:

- Accidents and Incidents – Target of 0% accidents and incidents
- Supplier failures – Target of 0% by use of multiple supply chains
- Staff Turnover – Target to be lower than the national average
- PMIR – Target of 10% reduction to previous year
- ISMS Breaches – Target of 0% Breaches

Our services provided include the design and delivery of telecommunications infrastructure and fully integrated turnkey solutions and the provision of technical support.

PS Networks recognises that the absolute quality of the services it provides will be directly affected by all individuals representing the company and the manner in which they use their skills, knowledge and resources.

Each and every person employed by PS Networks, whether as an employee or a Trusted Installation Partner, is responsible for and expected to give their continual commitment to the production of workmanship of the highest quality and to the best of their ability at all times.

Our QA systems as a whole are continually reviewed, improved and updated to reflect an ever changing environment, new products and new standards within the workplace and industry.

For further information please visit our website or contact the office if you require more details.

**Pauric Sheridan**

**Director**

**PS Networks**

