

# The Intellidata Quality Management System



FM 46052

The Intellidata Quality Management System (QMS) is a comprehensive set of policies, processes, and procedures that show our commitment to the highest quality possible in all Intellidata services.

The Intellidata QMS documentation is divided into several sections, each one containing explicit procedures and processes to follow to maintain the quality of our products and services. They provide benchmarks for our current operations, and serve as the means to expand and improve future operations.

The Intellidata QMS system is registered with BSI Management Systems. We are certified to BS EN ISO 9001:2000 and hold certificate number FM 46052. We have been officially operating our QMS since June 1999 and have strived to provide the highest levels of quality and professionalism in all aspects of our business.

## Management Responsibility

Our Management Team is ultimately responsible for establishing and enforcing the Intellidata QMS. They communicate its goals and importance to the Intellidata staff, establish the quality policy and our quality objectives, and provide the resources necessary to uphold the standards set in place. Regular reviews of our QMS allow us to make changes to further improve the quality of the services provided to our customers.

## Resource Management

The Intellidata QMS provides for the acquisition and distribution of the resources (people, suppliers, information, work environment, etc.) needed to provide our support and consulting services at the highest possible levels of quality and customer satisfaction. This also applies to personnel training in individual disciplines as well as in Intellidata corporate and QMS policies. Intellidata employees know the importance of their activities, and how they help to achieve the corporate quality objectives.

## Quality of Service ('Product Realisation')

To ensure that the services which Intellidata provides meet and exceed our customer expectations, the Sales and Technical Support departments contribute input through customer suggestions and feedback, industry research, and continuous hardware and software review. The Engineering Manager and Engineering Director review the design outputs, determine their compatibility with customer requirements, and evaluate the impact of all potential changes on the project. All product development and software testing takes place in-house, and is subject to the rigorous specifications of the Intellidata QMS. Customer feedback is regularly encouraged. Satisfaction surveys are carried out annually by a third party company in conjunction with Microsoft. One of our QMS objectives is to remain in the top 15% of all Microsoft Gold Certified Partners surveyed in this way.

## Measurement, Analysis, and Improvement

The Intellidata QMS establishes a corporate-wide philosophy of continual improvement. The Intellidata quality policy and quality objectives drive our improvement efforts. We can determine areas for improvement by analysing past performance data and customer feedback. We investigate the causes of nonconformities and take appropriate actions to ensure that they do not recur. All preventive and corrective actions are recorded and stored for future reference.