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Access Intelligence Quality Management Policy


1.0 Policy Scope

Access Intelligence Quality Management Policy shall include the following:

- Access Intelligence personnel (including permanent, temporary, full-time and part-time employees, authorised contractors and any third-party users of information systems).
- All policies, processes, procedures, work instructions and records related to the management, use, control and disposal of the information assets and their supporting assets detailed above.
- All information assets, either owned by Access Intelligence or entrusted to Access Intelligence by a client under an agreement which specifically details Access Intelligence’s responsibility for that data.

2.0 Policy Statements

- Access Intelligence are committed to providing products and services which satisfy customer expectations in terms of quality and reliability and will ensure that adequate resources are available to sustain our planned business objectives.
- We ensure that this Quality Management Policy is communicated and understood throughout the organisation.
- Customer service is an essential part of the quality process and to ensure this is fulfilled, all employees receive training to ensure awareness and understanding of quality and its impact on customer service.
- We have established Process, Quality and Management Objectives which are subject to regular review to ensure that they remain suitable and where possible we measure the performance of the business against these.
- We will ensure that we understand and comply with legal and other requirements relating to our products and services.
- We will promote awareness throughout our organisation regarding the need to ensure that improvements are identified and implemented where possible.
- Senior Management have established and implemented this policy and ensure that the Quality Management System is regularly reviewed for adequacy and effectiveness.

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3.0 Policy Objectives

In our pursuit for quality, we have set the following Management Objectives:

1. Achieve and maintain a level of quality which enhances Access Intelligence’s reputation with clients
2. To conduct our business in an ethical and professional manner by promoting a quality culture
3. To analyse client feedback, internal performance, and business performance data to enable us to measure the effectiveness of our Quality Management System and our commitment to improvement.
4. To evaluate business performance including risk while maintaining our focus on the quality of our products and services.
5. To ensure customer data protection, and that Access Intelligence can maintain full compliance with all applicable legislation, regulations and contractual requirements.

4.0 Responsibilities

4.1 Senior Management


The Executive Management shall be responsible for the following activities within the Access Intelligence ISMS:

- Agreeing the business need for a Quality Management System (QMS) to be integrated into the Information Management System (ISMS), and communicating their ongoing commitment to it
- Reviewing and signing off this Quality Management Policy
- Setting and reviewing Access Intelligence’s Quality Objectives
- Delegating appropriate resources necessary to manage and operate the QMS effectively
- Having ultimate responsibility for actions related to quality management incidents
- Overseeing any disciplinary action resulting from quality management incidents

4.2 Department/Process Managers

Managers within Access Intelligence shall be responsible for:

- Ensuring that their team members are aware of and remain compliant with all Access Intelligence policies, processes and work instructions, and they receive relevant training for their role
- The provision of a user training and awareness programme for applicable third-party users

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- Supporting process reviews, documentation, internal audits and risk assessments within their area of responsibility
- Overall management of their processes and metrics

4.3 Quality Manager

The Quality Manager role shall be fulfilled by the Information Security Manager. This role shall have functional responsibility for the Access Intelligence QMS, and shall be responsible for the daily operational tasks of the Integrated Management System (IMS), including:


- Ensuring an appropriate structure of QMS policies, processes and work instructions
- Ensuring that appropriate records are created and maintained for all QMS activities
- Ensuring the QMS operates in accordance with the current requirements of ISO 9001:2015
- Arranging a programme of process documentation, reviews and internal audits
- The provision of an appropriate user training and awareness programme for employees
- Supporting reviews, internal audits and risk assessments within their area of responsibility

All individuals specified within the Policy Scope of this Quality Management Policy shall have individual responsibility for complying with every aspect of this policy. The requirement to comply with Access Intelligence policies is included within the Terms and Conditions of Employment and is noted within each individual user's job description. Any failure to adhere to the requirements of this policy shall result in disciplinary action being taken.

5.0 Document Version Control

This policy needs to be reviewed annually as an absolute minimum, or if required changes are identified to address one or more of the following:

- An identified shortcoming in the effectiveness of this policy, for example because of a reported information security incident, formal review or audit finding.
- A change in business activities (e.g. mergers and acquisitions) which will or could possibly affect the current operation of the Access Intelligence Information Security Management System, and the relevance of this document.
- A change in the way in which Access Intelligence manages or operates its information assets and/or their supporting assets, which may affect the validity of this document.

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The current version of this policy, together with its previous versions, shall be recorded below.

Version History

Revision	Author	Date	Reason for issue
1.0	Adam Palmer	13/12/2022	Initial Version

Approver(s)

Name	Role	Date
Tom Golding	COO	16/12/2022
Tom Golding	COO	12/12/2023