



Quality Policy



ANS Quality Policy

At ANS we aspire to be the UK's leading digital transformation specialist and leading Cloud Service Provider of choice. We aim to ensure that the services embed excellence into both our own and our customer's business, whilst maximising the Return on Investment and creating business opportunities. We are recognised as being a trustworthy, open, honest, and ethical organisation.

The Board of Directors of ANS is committed to providing the highest possible standard of service to all our customers. This commitment is supported by the implementation of quality assurance systems throughout the business; systems certified compliant to recognised quality systems standards ISO9001, ISO27001 (including ISO 27017 & ISO 27018), ISO22301, ISO20000 and ISO14001.

We recognise that our business, and that of our customers, is reliant on the quality of our services (including any Cloud Services) which is underpinned by the strength of our process and procedure. This is why we are committed to operating every aspect of our business to the highest standards.

Company process and procedure must be managed in a way that meets all of our legal, regulatory and contractual obligations. ANS shall strive to improve the level of service, promote, and develop a culture of continuous improvement across all our process and procedure in order to strive to exceed client's expectations.

To embed these principles into our business, ANS has implemented an Integrated Management System (IMS) that has been verified by our external auditors to be compliant with the international standard for Quality Management Systems, ISO 9001.

The system is a quality assurance framework that is supported by documented policies and procedures and underpinned by robust internal audit and the pragmatic application of business best practice.

This policy is applied right across ANS and is reviewed annually and whenever the business undergoes significant change. The ANS Executive is ultimately responsible for all company policies, and provides strategic direction to the Compliance Team.

The Compliance Team ensures that the quality assurance framework is regularly reviewed and that it continues to evolve, improve, and conform to the standard required by our external auditors.

ANS is committed to continual improvement; objectives are managed within both a directed and a 'ground-up' framework. Top level objectives are agreed with the Executive and are based around multiple inputs and outputs e.g. new objectives derived from audit and assessment, new business need or risk assessment. These objectives are reviewed and documented at annual Management Review and where appropriate, new objectives are set.

The quality objectives of ANS have been identified to support the Quality Policy and set achievable targets for areas of the business and the QMS. To ensure the business continues to be successful we shall ensure personnel receive the appropriate training and development to carry out their job in an effective manner.



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We recognise that it is every team member's responsibility to both support and work to achieve company quality objectives through the adherence to published procedure and the use of established tools; whilst maintaining an awareness that these toolkits are subject to continual review and improvement.

A current version of this document is available to all members of staff via the ANS SharePoint Compliance and Information Assurance site.

Objective Framework

- Establish Quality, Security, Business Continuity, Service Management and Environmental Policies and provide effective resource to ensure oversight and support of agreed policy in practice through audit and assessment.
- Ensure the Executive retains ownership of IMS, ISMS(including CISM), BCMS, SMS and EMS and retains final authority of all controlled documentation. Manual approval has been delegated to the Compliance document review team. Day to day control of document upkeep and amendment passes to the Compliance Team (working with named document and procedure owners). Business as usual oversight being provided by the Head of Compliance
- The Board of Directors, the Head of Compliance, the Compliance Team (supported by the ANS Management Team) and the Compliance Coordination Team are the key advocates for supporting continual improvement activity through the organisation.
- The Head of Compliance attends two dedicated yearly Quality objective planning meetings with the Executive. Agreed objectives are recorded on a dedicated spreadsheet. The 1st quarter meeting agrees objectives for the year whilst the final quarter meeting allows for the review of objective delivery success.
- The Board of Directors (supported by the Head of Compliance) is responsible for agreeing the strategic effectiveness of corrective action through Board and Quality Systems reports.
- The Compliance Team is responsible for the review and upkeep of quality procedures and supporting documents working with document owners and the document review teams ensuring 'fit for purpose' criteria are met and currency maintained.
- The Board of Directors, supported by the management team ensure the implementation of, and adherence to the company's policies and procedures with particular reference to sales and delivery activities

The Quality Policy of ANS is to operate to recognised codes of practice and legislation within the managed hosting industry and ISO 9001:2015 Quality Management Systems (QMS) as well as continually pursuing the ANS purpose:

ANS exists to significantly accelerate commerce and learning through innovation and thought, whilst contributing to our customers' success.

ANS shall strive to improve the level of service, promote, and develop a culture of continuous improvement in order to strive to exceed client's expectations.



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The performance of the ANS QMS and quality objectives reviewed to ensure their effectiveness and continued suitability at Quality Management Committee Meetings. It is ANS policy to improve the performance of the QMS Policy Statement.

The ANS board are committed to the provision of adequate resourcing to ensure the proper running of the ANS QMS and the ability to continually improve said system.

The contents of this Quality Policy shall be communicated to all personnel through induction training and its understanding verified by internal examination.

ANS's quality management system has been established with the interest of both internal and external parties. Externally interested parties include ANS customer base, who can quantifiably rate the business on our NPS. Internally, the board monitors NPS to understand how happy the customer base is and ways that this can be improved.

Quality objectives must achieve five things:

- Enable the organization to meet customer requirements
- Enable the organization to enhance customer satisfaction
- Enable the organization to comply with all legal requirements applicable to the product
- Aim to satisfy all internal and external requirements identified through risk assessment
- Continually contribute to the effectiveness of the quality management system

"At ANS, quality is at the core of everything we do. Our top priority is taking the time to understand a customer's business and needs so that we can create a tailored solution and deliver quality service. Throughout the ANS journey, our customers receive exceptional service from the first point of contact, through to onboarding and the provision of ongoing support. We believe when we treat each customer as our most important, our success will grow.

Richard Thompson Chief Executive Officer



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