

Quality Statement Policy

What this policy covers

Computer Talk is committed to providing quality services to ensure long-term customer satisfaction and loyalty by focusing on customer needs and expectations and delivering first class customer service.

This commitment to quality is based on the principle that the effective and consistent implementation of services will result in the continuous satisfaction of the customers we serve and the principles we represent.

This will be achieved by a continuous process of quality management and improvement, which includes

- A commitment to develop, monitor and improve the effectiveness of service delivery
- A commitment to comply with relevant statutory and regulatory standards and requirements
- A commitment to measure and enhance customer satisfaction
- A commitment to developing excellent supplier relationships
- A commitment to listen to and respond to customer requests, needs and expectations
- A commitment to building a team ethic which maximizes the contribution of each individual and empowers the team to meet business needs
- A commitment to continually develop staff training and competency

Quality Systems

Computer Talk has a number of systems and processes in place which ensure all of our services are delivered in such a way as to meet the customer's expectations and to ensure the customer experience is as good as it can be from enquiry, proposal and installation through to support.

Sales and Administration

Computer Talk employs a sales order process which ensures that all enquiries and transactions are methodically allocated and processed in a timely manner to meet the expectations of our customers. IT systems (CRM, Proposal Database and Sage) are in place to manage these processes and drive consistency. All systems are reviewed, updated and developed on a continual basis.

Installations

Processes have been written for the various types of work undertaken and are continually reviewed and improved to ensure consistency and smooth delivery. Staff are trained in their duties and regularly reviewed to establish the need for additional training and to ensure best possible performance.

Support

Computer Talk uses a Helpdesk ticketing system for support activities which provides a complete view of our support status. Routing and escalation rules ensure we meet our SLA targets and that expertise is appropriately deployed. Computer Talk also undertakes regular customer service reviews with our customers to ensure that our internal statistics and perceived quality of service delivery matches their actual experience.

Review

In addition to the stated review procedures above, Computer Talk has an open internal policy for feedback and improvement suggestions across its entire range of activities and greatly values the input of all its staff.

Future Development

Computer Talk plans to undertake certification of both ISO9001 and ISO14001 as part of its business development plan. This will bring about the documentation of all of the above procedures to the required industry standards.