

# ONE STOP WEB SYSTEMS

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Quality Policy

20<sup>th</sup> July 2007

Version 1

*Abstract*

*Company-wide Quality Policy*

## Document History

20 <sup>th</sup> July 2007	Phil Hanchet	First Draft
23 <sup>rd</sup> July 2007	Phil Hanchet	Version 1, following review

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## Introduction

One Stop Web Systems incorporated in April 2000 to provide a single port of call to SMEs requiring an internet presence. Our services include:

- Domain registration
- Website creation, maintenance and hosting
- E-Shop creation
- Email mail-shots
- Non geographic numbers
- Java and PHP development
- Backup
- Secure File Transfer

Clients' requirements very often change as their ideas for their businesses evolve - this is particularly true of start-ups - so we have adopted a flexible approach which has resulted in us concentrating on IT outsourcing rather than providing fixed deliverables.

We monitor our clients' requirements closely by establishing a single project manager to deal with them on a day by day basis, and adapt and improve our offering to the sector based on what they need. This makes good business sense for us, as new requirements for one client (for example an enhanced anti-spam tools, or the creation of a file upload facility) are very often subsequently required by other clients.

## General statement of policy

One Stop Web Systems are committed to continuous improvement: our main aim is to achieve customer satisfaction through pro-active communication with clients and paying close attention to their feedback throughout the life of the project.

We endeavour to ensure that all staff and associates are sufficiently skilled and qualified in order to be able to deliver our range of services, and we maintain an effective quality control management system by tracking testable customer requirements from project inception to completion.

The key points in our Quality process are:

- Regular gathering and monitoring of customer feedback including customer complaints.
- Careful selection of suppliers, to ensure that there is no single supplier for business-critical equipment or services, and that the suppliers are robust.
- Careful selection of associates and programmers to ensure that only suitably qualified technical staff carry out work for our clients
- Wherever possible, the avoidance of reliance on any given technology (hardware or software).
- The establishment of testable requirements from the outset of each project, bringing clarity to the process and helping to ensure that we deliver the right product.
- Regular updates of our website to convey the latest developments to potential clients (for example use cases and technology reviews).

<b>Company Quality Officer</b>	
<b>Signed</b>	

## Quality in Action

Our standard project process is as follows:

- Initial client meeting and project scoping
- Establishment of the key contacts on both sides
- Refining requirements until we have an agreed (i.e. signed), unambiguous and testable set of requirements that define the project or service in its entirety.
- Quote or Proposal supplied to client, including time scales and costs
- Agreement and signoff to commence [the first stage], including deposit
- Generation of the prototype with the client
- Presentation and discussion of the prototype to the key players
- [Rework of the requirements and re-quote/proposal ]
- [Creation of a new prototype]
- [Repeat until the client is happy]
- Generation of the project design and implementation
- Project implementation
- Sign off against the test spec
- [Stage] Payment
- [repeat for subsequent stages]
- Customer feedback
- Update of the case studies on the company website by the Quality Officer
- Where systems have ongoing support contracts, we endeavour to stay in regular contact with the clients in order to obtain, and react to, their feedback.

The two key points are that the process be flexible, and that we allow for feedback during the build.

## **Our Visible Commitment to Quality**

This policy is provided to all new members of staff in the staff handbook, along with Health and Safety information etc. Additionally, a PDF copy is available as a download from our corporate website.

New associates are expected to work towards the same quality aims that we do, focusing in the main on customer satisfaction and communication.

## **The Responsibility for Quality**

Although quality is the responsibility of all staff, the Company Quality Officer is responsible for the annual review and update of the Quality policy, and making sure that the latest version is available to all staff and associates.

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