



# **Quality Policy**



## 1. Introduction

Accelerate is a UK-based provider of consultancy, system integration, software development, and managed services for clients across EMEA. We work primarily with products and solutions provided by market-leading cloud platform providers, including Zoom Video Communications, Amazon Web Services, Microsoft, and Google.

Our vision is to build relationships that last: A commitment which transcends relationships with our staff, our partners, our clients, and our clients' customers.

We recognise that our business, and that of our clients, is reliant on the quality of our services (including any Cloud Services) which is underpinned by the strength of our processes. Accelerate is committed to achieving customer satisfaction by the use of quality procedures which will be operated to meet or exceed the requirements of ISO 9001.

Our ten core principles define the way that we do business, and five of these principles specifically guide the way that we approach a culture of quality assurance and control across our organisation:

- Customers are our lifeblood, delight them at every opportunity
- Focus on the little things, show that you care
- Simple and reliable are our best friends
- Make decisions quickly unless they're really important. Most aren't
- Tackle difficult things head on

## 2. Policy Overview & Scope

Accelerate monitors and controls quality carefully and purposefully, with defined rules and protocols related to ensuring quality in key impact areas. This document explains our expectations at a high level. Related policies also exist within functional areas, at a more granular level. The related policies are identified in this document where appropriate.

The key impact areas are defined as follows:

- Security
- Customer Expectations & Commercial
- Product & Service Quality
- People



## 3. Security

### 3.1 Access controls

- We adopt the principle of Least Privileged Access
- LastPass is mandatory for password generation and management
- SAML SSO with MFA is mandatory (wherever offered)
- Where SSO is not an option, MFA remains mandatory, where available
- Customer cloud environment account access controlled via provider-specific Identity & Access Management with MFA (wherever offered)
- Administration Accounts may not be used for day-to-day operations

#### Related policies:

Remote Access Policy

Password Policy

Electronic Communication Policy

### 3.2 Data & Information

- No customer data is stored on premise
- No card payment data is taken by phone, chat, or email
- All processed data is HTTPS encrypted (minimum TLS 1.2)
- Customer solutions must comply with security specification in Solution Design
- Customer solutions must comply with cloud provider Security Best Practice

#### Related policies:

Information Security Policy

Third Party Security Policy

Physical Systems Policy

Data Retention Policy

Data Classification Policy

## 4. Customer Expectations & Commercial

### 4.1 Opportunity qualification



Upon receipt of a customer opportunity the pre-sales team will:

- Qualify the opportunity against current defined criteria
- Capture the customer's requirements and define the target future state
- Ensure that the requirements can be delivered to the expected standard
- Communicate anticipated timescales (if available/viable)
- Walk the customer through our implementation & delivery process
- Prepare handover documentation for the Delivery team

## **4.2 Commercial proposal validation**

Prior to a commercial proposal being deployed to a customer the pre-sales team will ensure that:

- The project has been sized by an appropriately skilled member of the team
- Validated by a solution architect
- Approved by the Sales Director, or Commercial Director
- Approved by the Technical Director

## **4.3 Project commencement**

Project commencement is approved, and work can be scheduled when:

- Signed contract received
- Purchase order received

# **5. Product & Service Quality**

## **5.1 Project Delivery**

Product and service quality for client projects is governed by the detail in the Specification.

- Development only of what is included and defined in the Specification (unless otherwise defined by agreed change control process)



- Any alteration to the specification mid-project will be validated by the Commercial owner, resized and rescope where appropriate.
- Bi-weekly client show and tell to catch any issues or misunderstanding early
- Solution checked/validated by Architect & Project Manager prior to Test handover
- Completed testing with all identified test scripts, and bug-free prior to client UAT handover
- UAT completed and client signed off, prior to deployment
- Deployment signed off by Technical Director
- Delivery sprint retrospective
- Project retrospective

## 5.2 Customer Success

Customer success is owned by the account management team. Every client is assigned an Account Manager (AM) at the point of project kick-off.

- Monthly cadence meeting (virtual) to review customer satisfaction, solution performance, and future development phases (attended by AM)
- Quarterly account meeting (ideally in person) to review KPIs, strategic direction, relationship progress

### Related policies:

Change & Release Management

Incident Response Process

Business Continuity Policy

## 6. People

### 6.1 Background checks

- At least two written employment references (within the last five years)
- BPSS Screening for all new starters, as standard
- SC Clearance where appropriate

### 6.2 Onboarding



- Dedicated and customised induction programme
- Staff handbook with Q&A
- Company vision, values, and principles training
- Line manager expectations and ways of working
- Acceptable Use Policy training (validated by assessment with pass score)
- Information Security training (validated by assessment with pass score)
- Quality Policy training (validated by assessment with pass score)
- Mandatory Partner Training for cloud platforms depending on role

### **6.3 Performance management**

- Clear objectives/OKRs (reviewed quarterly)
- Fortnightly 1:1
- Leadership - open door policy

#### **Related policies:**

Health & Safety Policy

Environment Policy

Acceptable Use Policy

Clear Desk & Screen Policy

Electronic Communication Policy

Anti-bribery Policy

Whistleblowing Policy

Anti-Harassment Policy

## **7. The policy in practice**

The contents of this Quality Policy will be communicated to all staff through induction training and understanding is verified by internal assessment. The internal assessment is refreshed every 12 months, requiring all colleagues to at least meet the minimum pass score annually.

Accelerate adopts a policy of continuous improvement across all areas of its business operations. This policy is therefore reviewed at least annually and updated accordingly. All colleagues are trusted to implement the Quality Policy in their role, and Line Managers are responsible for enforcement.



## 8. Enforcement & Consequences

Non-conformance or breach by any colleague or third-party members will be subject to investigation and may lead to disciplinary actions, up to and including termination of employment/contract.

### Related Policies

Contract of Employment



## Version Control

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