

Assured: the highest quality support for your IT

Quality Management & ITIL



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Maintenance of and adherence to a recognised quality management system is prerequisite to many of our customers. That aside, CCE recognised many years ago the importance of quality assurance in all of our business processes, an ethos that is rewarded by our growth, excellent reputation and customer retention rate – one of the highest in the industry.

We possess a number of the highest possible accreditations with Tier 1 manufacturers. However, the quality procedures that we impose on ourselves are far higher than any that could be stipulated by external governing bodies.

We operate a quality management system that is certified to BS EN ISO 9001:2000, covering the maintenance and support of IT equipment and infrastructures. Certification for the standard required the following processes:

- Assessment visit to our site to review existing procedures
- Comparison of existing procedures against the requirements of ISO 9001, to identify areas of non-compliance
- Assistance in formulating new and/or revised procedures to rectify any areas identified
- Preparation of a Quality Management Report
- Preparation and supply of a Quality Management Manual

- Issue of ISO 9001 Certificate within three months of a successful assessment taking place
- Annual external audits carried out to maintain certification.

ITIL

ITIL (The IT Infrastructure Library) is the most widely accepted approach to IT service management around the world. It provides a cohesive, best practice framework, drawn from the public and private sectors internationally. It describes the organisation of IT resources to deliver business value, and documents processes, functions and roles in IT service management. ITIL is supported by a comprehensive qualifications scheme, accredited training organisations, and implementation and assessment tools.

In order to continue providing our customers with a complete, end-to-end service management solution, we use ITIL best practice to effectively manage IT changes, assets, and service levels while reducing service desk operating costs. As an example, we have implemented the ITIL process structure into our working practices by introducing the first level of certification – the ISEB Foundation Certification in IT Service Management.

We have appointed an independent consultancy which is advising and auditing us through our chosen disciplines. However, many of our best business practices and working methodologies already comply with ITIL recommendations.



Find out more

To find out more about how CCE's Quality Management can help your organisation, or about our range of services, please contact our sales team on **08707 708 700** or email sales@cce.co.uk

We will be pleased to discuss your requirements, welcome you on a tour of our facilities or provide you with more information.

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