



Business Management System

Integrated 9001:2015 & ISO 27001 2013

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1. INTRODUCTION

This document is the Business Management Manual (the Manual) of BEYOND M&A LIMITED and for the purpose of this manual will be referred to as 'BEYOND'.

The Manual is the property of BEYOND and is a controlled document.

The purpose of the Manual is to provide an overview of BEYOND, the activities it carries out and the quality standards of operation it conforms to.

It is not designed to act as a procedures manual, although it does carry information about where procedures information is located and the detailed information on documentation requirements for the procedures required by the respective standards.

This Manual is designed to meet the requirements of ISO9001:2015 and ISO 27001:2013 and any standard which adopts the Annex SL structure

1.1 THE ISSUE STATUS

The issue status is indicated by the version number in the footer of this document. It identifies the issue status of this Manual.

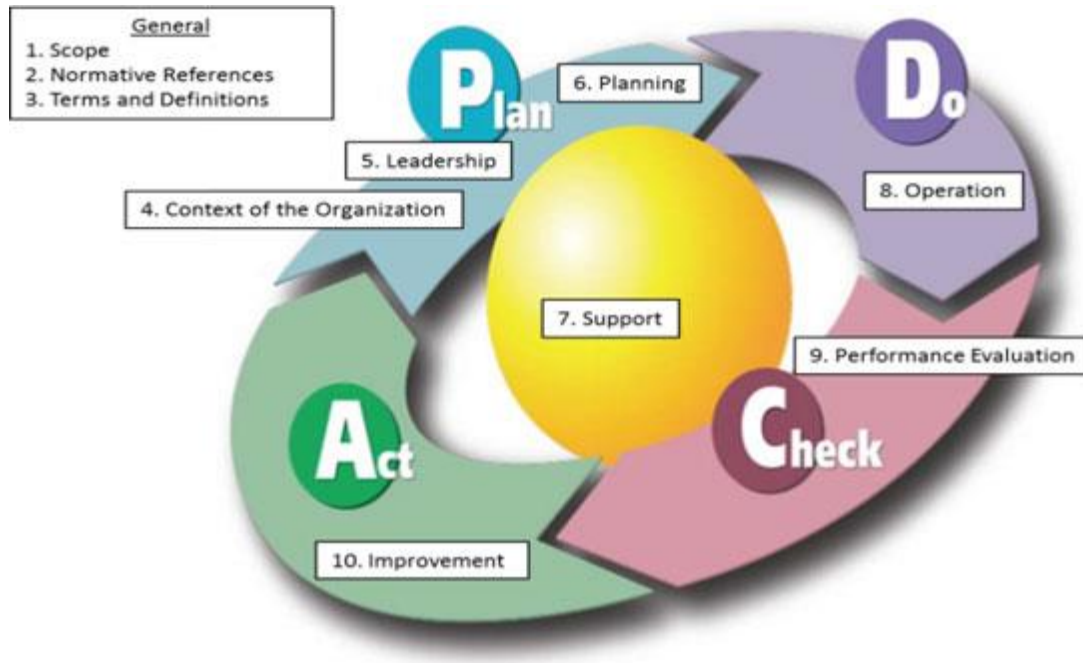
When any part of this Manual is amended, a record is made in the Amendment Log shown below.

The Manual can be fully revised and re-issued at the discretion of the Management Team.

Please note that this Manual is only valid on day of printing.

Issue	Issue Date	Additions/Alterations	Initials
1.0	27th October 2017	Business Management Manual First Authorised Issue	DJR
1.1	23 rd November 2017	Spell checks, hyperlinks check / fix	DJR
1.4	10 th July 2018	Review of document, discussion between TM	DJR
1.5	10 th August 2019	Document checks – TM reviews.	DJR

1.2 PLAN-DO-CHECK-ACT Model



1.3 QUALITY and ISMS POLICY

It is the policy of Beyond to maintain a quality system designed to meet the requirements of ISO 9001:2015 & ISO 27001:2013 (or any other standard in line with Annex SL Structure) in pursuit of its primary objectives, the purpose and the context of the organisation.

It is the policy of Beyond to:

- strive to satisfy the requirements of all of our customers, stakeholders and interested parties whenever possible, meeting and exceeding their expectations;
- make the details of our policy known to all other interested parties including external where appropriate and determine the need for communication and by what methods relevant to the business management system. These include but not limited to customers and clients and their requirements are documented in contracts, purchase order and specifications etc;
- comply with all legal requirements, codes of practice and all other requirements applicable to our activities;
- the reduction of hazards, prevention of injury, ill health and pollution;
- provide all the resources of equipment, trained and competent staff and any other requirements to enable these objectives to be met;
- ensure that all employees are made aware of their individual obligations in respect of this quality and information security policy;
- maintain a management system that will achieve these objectives and seek continual improvement in the effectiveness and performance of our management system based on “risk”.

This quality and information security policy provides a framework for setting, monitoring, reviewing and achieving our objectives, programmes and targets.

Customer service is an essential part of the quality process and to ensure this is fulfilled, all employees receive training to ensure awareness and understanding of quality and information security and its impact on customer service.

To ensure the company maintains its awareness for continuous improvement, the business management system is regularly reviewed by “Top Management” to ensure it remains appropriate and suitable to our business. The Business Management System is subject to both internal and external annual audits.

Scope of the Policy (ISMS Only)

The scope of this policy relates to use of the database and computer systems operated by the company at its office in London, in pursuit of the company’s business of providing transcription services to the medical profession. It also relates where appropriate to external risk sources including functions which are outsourced.



Dave Refault
Operations Director – Beyond M&A
10th August 2019
Top Management



2. OVERVIEW OF THE ORGANISATION

Beyond M&A Limited is a technology consultancy established in 2015, based in West London. We specialize in Mergers and Acquisition technology project delivery for highly-acquisitive companies.

2.1 SCOPE OF REGISTRATION

To provide M&A technology consultancy services to highly-acquisitive companies.

3. OBJECTIVES

We aim to provide a professional and ethical service to our clients. In order to demonstrate our intentions, Our Management Team will analyse customer feedback data, internal performance data, financial performance data and business performance data to ensure that our Quality Objectives are being met.

Quality

We have identified the following Quality Objectives in accordance with SMART (Specific, Measurable, Achievable, Realistic and Timed)

- We will endeavour to deliver our services to specification, on time and to the price quoted

We measure this by creating an agreed project plan, and providing end of project material detailing the work undertaken. We also provide a customer satisfaction survey to monitor how well we are doing.

- We will conduct our business in an ethical and professional manner

We provide customer surveys to ensure our team are always providing a reliable quality service.

- We will endeavour to satisfy our clients' requirements and get things right first time. Should we make a mistake, we will admit it and rectify the situation as quickly as possible.

We use customer feedback and lessons learnt documents to ensure that we learn from our mistakes. Lessons learnt document are created through the project engagement.

Information Security

Our objectives are set out in our business plan 2017-2020 and are then disseminated to each department/project for incorporation into their management roles.

Each department is responsible for delivering its objectives and this is monitored via individual, appraisals & team meetings. BEYOND's ISMS Objectives are as follows:

- Objective 1: Existing services - BEYOND will continue to deliver its services within a secure environment
- Objective 2: Development - BEYOND will conduct annual risk assessments to ensure that risk to information in the care of BEYOND is minimised or eliminated.

4. CONTEXT OF THE ORGANISATION

4.1 Understanding the organisation and its context

The context of the organisation is demonstrated within this Business Management System and all associated processes connected with the services / products offered.

List all Legal and Regulatory Legislation connected with the business	Hyperlink to Legislation etc
Employment	http://www.legislation.gov.uk/ukpga/2015/26/contents
Directors	http://www.legislation.gov.uk/ukpga/2015/26/contents
TAX	http://www.legislation.gov.uk/ukpga/2010/4/contents
Shareholders	http://www.legislation.gov.uk/uksi/2009/1632/contents/made
Company registration	http://www.legislation.gov.uk/uksi/2008/3014/contents/made
HMRC	https://www.gov.uk/vat-businesses
GDPR	http://www.legislation.gov.uk/ukpga/2018/12/contents/enacted
Employers Liability	http://www.legislation.gov.uk/ukpga/1969/57/contents
Health and Safety	http://www.legislation.gov.uk/ukpga/1974/37/contents
Intellectual Property	http://www.legislation.gov.uk/ukpga/2014/18/contents
Copywrite	http://www.legislation.gov.uk/uksi/1987/2200/contents/made
Computer Misuse	http://www.legislation.gov.uk/ukpga/1990/18/contents
Privacy and Electronic Communications Regulations 2003	http://www.legislation.gov.uk/uksi/2003/2426/contents/made
Copyright, Designs and Patents Act 1988	http://www.legislation.gov.uk/ukpga/1988/48/contents
Malicious Communications Act 1988	http://www.legislation.gov.uk/ukpga/1988/27/contents
Digital Economy Act 2010	http://www.legislation.gov.uk/ukpga/2010/24/contents
Privacy and Electronic Communications (EC Directive) (Amendment) Regulations 2011	http://www.legislation.gov.uk/uksi/2011/1208/contents/made

Beyond has reviewed and analysed key aspects of itself and its stakeholders to determine the strategic direction of the company. This requires understanding internal and external issues that are of concern to Beyond and its interested parties (per 4.2 below).

Such issues are monitored and updated as appropriate, and discussed as part of management reviews.

4.2 Understanding the needs and expectation of interested parties

Interested Parties	Information Requirements
Directors	<ul style="list-style-type: none"> Ensure that the business continues to function in a profitable manner without hindrance and bureaucracy.
Employees	<ul style="list-style-type: none"> Good work environment/job security/payment/health/safety/training/ promotion, recognition and reward
Contractors	<ul style="list-style-type: none"> Good work environment/job security/health/safety

	<ul style="list-style-type: none"> • Adherence to agreements
Suppliers	<ul style="list-style-type: none"> • Adherence to payment terms • Clearly defined requirements • Adequate notice
Accountants	<ul style="list-style-type: none"> • Adherence to payment terms • Adherence to agreements • Respond in a timely manner
Insurer	<ul style="list-style-type: none"> • Meeting policy requirements • Payment of premiums • Reporting changes in circumstances
Legal	<ul style="list-style-type: none"> • GDPR • Companies Act
Partners	<ul style="list-style-type: none"> • Adherence to payment terms • Adherence to agreements
Shareholders	<ul style="list-style-type: none"> • Profitability/return on investment/growth in market value of organization.
Clients	<ul style="list-style-type: none"> • Receive quality products and services that meet their specifications. • Consistency of quality. • Professionalism
Local Community	<ul style="list-style-type: none"> • Wants our company to hire and retain local workers • Can provide positive press

4.3 Determining the scope of the business management system which includes ISO 9001:2015 & ISO 27001:2013

Quality

Based on an analysis of the above issues of concern, interests of stakeholders, and in consideration of its products and services, Beyond has determined the scope of the management system as follows:

The provision of IT services to businesses requiring consultancy during M&A technology projects.

The quality system applies to all processes, activities and employees within the company. The facility is located at:

10 Margaret Street,
 Fitzrovia
 London
 W1W 8RL
 Web: www.Beyond-MA.com

Information Security

Our **Information Security Policies** lay out and confirm senior management's commitment to (a) the organization's information security objectives and (b) continuous improvement of Information Security.

1. [Information Security Overview](#)
2. [Awareness and Training Policy](#)
3. [Change Management Policy](#)
4. [Information Classification Policy](#)
5. [Malware Policy](#)
6. [Outsourcing Policy](#)
7. [Mobile Device Security Policy](#)
8. [Beyond Compliance Policy](#)
9. [Access Control Policy](#)
10. [Information Security Policy](#)

4.4 Business Management system and its processes

Beyond is responsible for the planning and delivery of its services and ensuring that all information is held securely. We work closely with our partner suppliers and customers to satisfy mutual requirements. We have a flow chart of illustrate the interaction of our core business processes, as shown below:

Hyperlinks to process diagrams:

1. [Sales Process](#)
2. [Lead Generation](#)
3. [Client Onboarding](#)
4. [Staff recruitment – Permanent](#)
5. [Staff recruitment – Associate](#)
6. [New supplier or Partner Contracts](#)
7. [Software development process](#)
8. [Staff Onboarding](#)
9. [Accounts Receivable and Payable Process](#)
10. [Complaints Handling](#)

5 LEADERSHIP

5.1 Leadership & Commitment

BEYOND's Top Management Team are committed to the development and implementation of a Quality & ISMS Policy and the Business Management System which are both compatible with the strategic direction and the context of the organisation, the whole system is frequently reviewed to ensure conformance to both ISO 9001:2015 and ISO 27001:2013 standards. Responsibility has been assigned to ensure that the business Management System conforms to the requirements of the respective standard and the provision to report on performance to the top management team has been defined.

The designated Senior Management Representative(s) will ensure that **BEYOND** staff are aware of the importance of meeting customer as well as statutory and regulatory requirements, and overall, to contribute to achieving **BEYOND's** Quality & Information Security Policy and Objectives which are aligned with the organisations strategic direction

The Senior Management Team is responsible for implementing the BMS and ensuring the system is understood and complied with at all levels of the organisation.

In summary, the Senior Management Team will ensure that:

5.1.1 Leadership and commitment for the Business Management System

- The company has a designated Senior Management Representative who is responsible for the maintenance and review of the Quality Management Systems.
- The ongoing activities of **BEYOND** are reviewed regularly and that any required corrective action is adequately implemented and reviewed to establish an effective preventative process.
- Measurement of our performance against our declared Quality and Information Security Objectives is undertaken.
- Resources needed for the BMS are available and employees have the necessary training, skills and equipment to effectively carry out their work.
- Internal audits are conducted regularly to review progress and assist in the improvement of processes and procedures.
- Objectives are reviewed and, if necessary amended, at regular Management Review meetings and the performance communicated to all staff.
- The information security policy and objectives are established in line with the strategic direction of the organisation and that intended outcome(s) are achieved.
- The BMS is integrated into the organisations business processes.
- Communication covering the importance of the effective BMS and conformance to the BMS requirements is in place.
- Continual improvement is promoted.
- The contribution of persons involved in the effectiveness of the BMS is achieved by engaging, directing and supporting persons and other management roles within their area of responsibility.

5.1.2 Customer Focus

- Customer requirements and applicable statutory and regulatory requirements are determined and met
- The risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed
- The focus on consistently providing products and services that meet customer and applicable statutory and regulatory requirements is maintained
- The focus on enhancing customer satisfaction is maintained

5.2 Quality & ISMS Policy

The Quality & ISMS Policy of **BEYOND** is located within section 1.3 of this Manual – Quality & ISMS Policy.

5.3 Organisational roles, responsibilities and authorities

BEYOND has an organisation chart in place ([Org Chart](#)), employee contracts together with job descriptions to ensure that the appropriate personnel are in place to cover the whole context of the organisation and strategy of the business.

Our Information Security Manager (this role is carried out by Dave Refault) is responsible for randomly sampling records to ensure that all required data has been captured, and that data is accurate and complete.

6 Planning for the Business Management System

6.1 Actions to address operational risk and opportunities

We have identified the business process as a means of identifying and determining the risks and opportunities that are relevant to our Business Management system; from an operational perspective. The Risk & Opportunities document is separate to this manual.

Within each of the areas the risks (if any) are identified together with a rating as to the importance of the risk. The associated consequence, severity & mitigation of the risk is also noted together with the probable likelihood of the risk occurring.

We use an Excel spreadsheet to collect and analyse the risks and opportunities for both Quality and Information Security.

The risk and opportunities document is reviewed frequently by the Senior Management Team to ensure the effectiveness of the actions have been fulfilled.

The approach to our risk treatment plan (Statement of Applicability) has been designed and implemented using the main headings within the standard (Annex A, Table A.1 – control objectives and controls) as a guide to establish that all controls required have been considered and that there are no emissions.

The document identifies controls to mitigate risks following the process of identification, analysis and evaluation described and is directly linked to the aspects of the organisation. The SOA document is separate to this Manual.

6.1.2 Information Security Risk Assessment

In accordance with 8.2 of the ISO 27001:2013 standard, we use an Excel spreadsheet to collect and analyse the risks identified in the following assets / asset groups:

- Buildings, offices, secure rooms security
- Hardware – desktops. Laptops, removable media
- Software applications
- Infrastructure / servers
- Client information and data
- Paper records
- People and reputation
- Key contacts
- Critical third party suppliers
- Utilities

All typical / likely threats have been assessed based on their potential effects on Confidentiality, Integrity and Availability (CIA attributes) using a ratings scale of;

Very Low - 1, Low – 2, Medium – 3, High 4 and Very high – 5 and expressed across key areas of Vulnerability, Probability and Impact

Following this analysis, evaluations are drawn as to what the most appropriate action is together with the estimated cost of implementing action to address the identified issue and an estimate of the cost of ignoring the risk.

Key evaluation criteria use is 1 – Accept risk, 2 - Apply controls, 3 - Avoid risk, 4 – Transfer the risk.

6.1.3 Information Security Risk Treatment

The approach to our risk treatment plan has been designed and implemented using the main headings within the standard (Annex A, Table A.1 – Control objectives and controls) as a guide to establish that all controls required have been considered and that there are no omissions.

The document identifies controls to mitigate risks following the process of identification, analysis and evaluation described in section 7 and is directly linked to the aspects of the organisation.

The SOA document is separate to this Manual and conforms to the requirements as defined within clause 8.3 of the ISO 27001:2013 standard.

Please see below document as demonstration:-

[Risk Management & Opportunities Matrix](#)
[Statement of Applicability](#)

6.2 Quality and ISMS Objectives and planning to achieve them

The Quality and ISMS Objectives and methods of achieving the objectives is located within section 3 of this Manual – Quality and ISMS Objectives.

6.3 Planning of Changes (QMS Only)

The Senior Management Team of **BEYOND** identify any potential changes, this is then delegated to a responsible person as a “project manager”.

He or she will conduct a “research background” to determine the feasibility of the changes with regards to:-

- Purpose of the change
- Any potential consequences
- Integration of the quality management system
- The availability of resources
- The allocation or reallocation of responsibilities and authorities
- Technical Skills
- Timescales
- Risks
- Impact

Once completed this then forms part of the Management Review together with including within the internal audit schedule.

[Please see below document as demonstration:
Planning of changes](#)

7 Support

7.1 Resources

7.1.1 General

BEYOND determines and provides the resources needed for the establishment, implementation, maintenance and continual improvement of the business management system.

We ensure that the below elements are taken into account when completing an evaluation:

- The capabilities of, and constraints on, existing internal resources;
- What needs to be obtain from external providers

7.1.2 People

Operation and context of the organisation is taken into account when we determine the relevant persons necessary for the effective operation of the business management system.

7.1.3 Infrastructure

All of our administration is conducted at our Head Office. This includes:-

- Management of financial matters
- Handling of client orders
- Personnel records

In terms of equipment used to deliver our product / service, asset registers and maintenance records are kept for the following:

- Office Space (200sq ft)
- Utilities
- Hardware / software
- Technology

7.1.4 Environment for the operation of processes

The Beyond Office consists of a 200 square foot area with building centralised temperature controls in place and HVAC systems. All equipment is maintained by the owner of the building – Regus. The office space consists of 4 people whom all have undergone DSE evaluation and appropriate equipment is in place to alleviate any restraints on the employee. There are no psychological factors to take into consideration / we monitor our employees through appraisals and general meeting for their wellbeing which includes stress. Cleanliness is very good with sub-contract cleaners visiting the site each day – this service is provided by the building owner – Regus and is not controlled by Beyond. The ergonomic layout is very good minimising any impacts to the environment

7.1.5 Monitoring and measuring resources

We ensure that all relevant equipment and personnel are monitored and measured to ensure that equipment and personnel are effective for the services / products we offer:-

Equipment: We ensure that all equipment is serviced, maintained and where applicable calibrated to statutory and regulatory requirements (see documented evidence within our maintenance, service and calibration records).

Personnel: We ensure that all personnel are monitored on a regular basis (please see personnel records for training etc). We maintain a monitoring / training matrix as evidence.

7.1.6 Organisation Knowledge

We ensure that “Job Specifications” are produced which include knowledge requirements for each individual role. Specific tests are implemented to ensure that persons are knowledgeable with the specific elements of the role. This could include telephone interview, tests, internal training or vocational certificates.

7.2 Competence

All employees have the training and skills needed to meet their job requirements. All employees are monitored on an ongoing basis to identify any training and development needs. Competences and training needs are identified / satisfied by using:

Please see below hyperlinked documentation as demonstration of compliance:

- [Job descriptions which set out the competences required](#)
- [Contracts of employment which set out contractual and legal requirements](#)
- [Induction checklists to ensure / check understanding](#)
- [Appraisal reviews to monitor performance](#)
- [Development plans to set objectives](#)
- [On the job reviews to ensure / check levels of competence](#)
- [A training / competency matrix](#)

7.3 Awareness

We ensure that all employees are aware of all policies and their contribution to the effectiveness of the Business Management System through:

- Notice Boards
- Employee Handbook
- Awareness Training
- Induction
- Continuing Professional Development



7.4 Communication

Beyond

For internal staff the company sends email updates and has team meetings as its source of information. We also use Microsoft 'Teams' to provide rapid distribution of company information and projects. This is accessible by all staff.

For external persons, the company website is a source of information and is updated regularly to ensure that information is up-to-date. We use Third Party providers for external communications such as Social Media etc.

7.5 Documented Information

7.5.1 General

BEYOND demonstrates documented compliance to ISO 9001:2015 (or any other standard in line with Annex SL Structure) through this Business Management System Manual (which includes processes & procedures) on an electronic system which is available on the company access drive to all employees. All information is read only and only accessible via the document owner for amendment.

7.5.2 Creating and updating

The creation of documentation to support the Business Management System is primarily the responsibility of the designated "Top Management Representative".

Identification will be sought by a document number, date and author. To aid the approval and suitability of documents, the Managing Director of **BEYOND** authorises the release and delegates any training required to the "Top Management Team".



7.5.3 Control of documented information

Our processes and procedures documentation is controlled by version and date and is listed on a "Master Document List".

Beyond

Control of documents can be seen on the Master Document List and encompasses the following elements:-

- Distribution, Access, Retrieval and use
- Storage and preservation, including preservation of legibility
- Control of changes (e.g. version control)
- Retention and disposition

BEYOND uses Cloud Services such as "Dropbox" with permission based access to control its data and to maintain its confidentiality. The 'Dropbox' facility also allows an extensive 'Point in Time' version history which allows beyond to retrieve previous document versions with ease.

Documents can be retrieved by authorised personnel from the storage locations specified *and / or from folders on the network*. Customer records are identified by *customer name*.

On or after the retention period stated, the relevant records will be reviewed by Top Management and will either remain in-situ, be archived or destroyed.

If records are to be destroyed, they will be disposed of in a controlled manner; *sensitive hard copies will be shredded and soft copies will be deleted from the system*. If records are to be archived, they will be identified and stored appropriately

[Please see below document as demonstration of compliance:
Master Document List](#)

8 Operation

8.1 Operational planning and control

BEYOND has determined the requirements and controls implemented for all processes detailed in section 4.4. Any planned changes are controlled through section 6.3 (Planning for Changes)

8.2 Determination of requirements for products and services

8.2.1 Customer Communication

Capability, facility and service information is supplied to customers via web site, brochures, email and through direct sales / personal contact.

Communications such as enquiries, quotes, orders and amendment details are appropriately stored and identified by customer and reference number.

Any technical documentation required for products / services offered by **BEYOND** are forwarded to our clients on closure of the contract. The documentation is then filed within the client file.

Customer feedback is proactively sought via direct contact and satisfaction monitoring.

Complaints are documented and recorded.

Please see below document(s) as demonstration of compliance:

[Customer Satisfaction](#)

[Customer Complaints Form](#)

[Customer Complaints Summary](#)

8.2.2 Determination of requirements related to products and services

BEYOND ensures that applicable statutory and regulatory requirements are met which can be evidenced within section 4.1 of this document.

Should we issue any legal documentation (i.e. calibration document – traced back to national standards) in connection with the products / services offered then this is forwarded to the clients at the closure of the contract. All documentation is filed within the client file for archive purposes.

8.2.3 Review of requirements related to products and services

BEYOND has processes in place to ensure that client details are collected at “Contract Review”. This to ensure that all details are correct and any additional information is collected etc.

Any statutory and regulatory requirements applicable to the service / products offered are also documented within the contract review.

The contract review will be reviewed mid-way through the process to validate the client’s requirements.

Any change required either through client requirements or product / service design will be fully documented through the “Planning of changes” within section 6.1 of this document.

8.3 Design and development of products and services

For new designs and for significant design changes, Beyond ensures the translation of customer needs and requirements into detailed design outputs. These address performance, reliability, maintainability, testability, and safety issues, as well as regulatory and statutory requirements.

This process ensures:

- a) Design planning is conducted
- b) Design inputs (requirements) are captured
- c) Design outputs are created under controlled conditions
- d) Design reviews, verification and validation are conducted
- e) Design changes are made in a controlled manner.

These activities are further defined in the document [Design Control](#).

8.4 Control of externally provided products and services

8.4.1 General

BEYOND ensures that externally provided processes, products and services conform to specified requirements and also reviewed as part of **BEYOND's** risk and mitigation matrix.

8.4.2 Type and extent of control of external provision

BEYOND have controls in place to ensure that external provisions are approved before using the service or product. This is done via the Supplier Quality Questionnaire together with the Supplier visit report.

Please see below document(s) as demonstration of compliance:

[Supplier Quality Questionnaire](#)

[Supplier Visit Report](#)

8.4.3 Information for external provision

Communication of any applicable requirements which are deemed appropriate and are provided through the contract review with the provider. (i.e. T&C's, performance, competence etc)

8.5 Production and service provision

8.5.1 Control of production and service provision

BEYOND ensures that controls are in place for conditions for production and service provision, including delivery and post-delivery activities.

8.5.2 Identification and traceability

Where appropriate, Beyond identifies its product and service or other critical process outputs by suitable means. Such identification includes the status of the product and service with respect to monitoring and measurement requirements. Unless otherwise indicated as nonconforming, pending inspection or disposition, or some other similar identifier, all product and service shall be considered conforming and suitable for use.



If unique traceability is required by contract, regulatory, or other established requirement, Beyond controls and records the unique identification of the product and service by using its Cloud Management system 'Meister Task' and Project Management documentation.

8.5.3 Property belonging to customers or external providers

Beyond exercises care with customer or supplier property while it is under the organization's control or being used by the organization. Upon receipt, such property is identified, verified, protected and safeguarded. If any such property is lost, damaged or otherwise found to be unsuitable for use, this is reported to the customer or supplier and records maintained.

For customer intellectual property, including customer furnished data used for design, production and / or inspection, this is identified by customer and maintained and preserved to prevent accidental loss, damage or inappropriate use.

This activity is defined in greater detail in the document [Control of Third-Party Property](#).

8.5.4 Preservation

Beyond preserves conformity of its services, products or other process outputs during internal processing and delivery. Strict processes are followed to ensure integrity of data security and procedural integrity.

Hyperlinks to process diagrams:

[Sales Process](#)

[Lead Generation](#)

[Client Onboarding](#)

[Staff recruitment – Permanent](#)

[Staff recruitment – Associate](#)

[New supplier or Partner Contracts](#)

[Software development process](#)

[Staff Onboarding](#)

Information Security Policies are available [here](#)

8.5.5 Post-delivery activities

As applicable, Beyond conducts the following activities which are considered "post-delivery activities":

- Customer Survey
- Documentation Handover
- Project closure meetings.

Post-delivery activities are conducted in compliance with the management system defined herein.

8.6 Release of products and services

BEYOND ensures that the appropriate documentation is provided to the client on release of the product / service and this is also retained for traceability.

A client area is created within our cloud file storage when contains all Project Related Documentation. Email communication is also kept and filed.

8.7 Control of nonconforming process outputs, products and services

The **BEYOND** Management Action Log is used to identify non-conformances and any actual or potential shortfalls in quality standards or internal processes/ procedures, suggest improvements and track any actions to ensure improvements have taken place, or potential problems are avoided.

These areas are reviewed within the agenda for the Management Review meetings and typically cover the action taken to control and correct any non-conformances noting any consequences of the action taken and themes which may be evident. In terms of continual improvement, we also review the suitability, adequacy and effectiveness of our Business Management System.

BEYOND has various processes and procedures in place to ensure that preventative action against nonconformities can be introduced, documented and seen through to completion in order to address the initial problem. The complex nature of the clients we work with demands that we have flexible, but effective, processes and procedures in place.

However, BEYOND also uses internal and external audits and risk assessments to continuously improve its service delivery, financial, HR and operational functions.

Steps

- The Management Representative maintains and monitors the [Action Log](#).
- If any person discovers a shortfall, or potential shortfall in the written processes/procedures or a problem in the practical application of them, the details must be documented in the Action Log. The relevant person who is responsible for the action is informed. Action required as a result of Customer Feedback, Customer Complaint, Information Security incident or Management Review is also logged and tracked via the company Action Log.
- Each entry in the Action Log to include:
 - a. Sequential numbering
 - b. Category of issue
 - c. Person/Date recorded
 - d. Overview of the issue, problem or concern
 - e. Person responsible
 - f. Action taken
 - g. Date completed
 - h. Initialled when complete

For products the following actions must be also followed:-

- Segregation, containment, return or suspension of provision of products

The Senior Management Representative is responsible for checking the “non-conforming products or services form” and ensuring that people with allocated responsibilities are aware of them and actions are progressing.

Once all actions on a log sheet have been completed the Management Representative archives it as a Quality Record

Related records

[Non-Conforming Products or Services](#)
[Management Review meeting records](#)

9 Performance Evaluation

9.1 Monitoring, measurement, analysis and evaluation

Monitoring is based on Risk and is linked to the risk & opportunities register together with the risk assessments which are carried out.

9.1.1 General

BEYOND has deemed the following elements (9.1.2, 9.2 & 9.3) for monitoring, measuring, analysis & evaluation to ensure the quality performance and the effectiveness of the business management system.

9.1.2 Customer Satisfaction

BEYOND collates data on customer satisfaction through various means. This includes customer contact, emails and customer satisfaction survey.

The customer satisfaction survey is sent to clients yearly, analysed and evaluated at the Management review meeting by “Top Management” as it is a reportable requirement.

Please see below document as demonstration of compliance:

[Customer Satisfaction Questionnaire](#)

9.1.3 Analysis and Evaluation

Results of feedback which includes customer satisfaction questionnaire, internal audits, conformity of products & service, planning, suppliers, risk & opportunities matrix is evaluated through the management review meeting and actioned as applicable should any non-conforming areas be present.

9.2 Internal Audit

An internal audit schedule is prepared on an annual basis year and covers the requirements of any ISO standards in which **BEYOND** wish to be certified. Internal audits are carried out through “risk or claused based” auditing.

Appropriate personnel are allocated to complete the internal audits and must record appropriate evidence for completeness. All audits completed must be authorised by Top Management as complete once any non-conforming areas have been dealt with (without any undue delay). Internal audit documentation must be kept and filed appropriately.

Please see below document as demonstration of compliance:

[Internal Audit Report / Non-conformance Report](#)

[Internal Audit Schedule](#)

9.3 Management Review

Management reviews take place on annual basis. The attendees present are “Top Management” and any other appropriate persons of the business.

All inputs / outputs are full documented and minuted in line with the requirements of the specific ISO standard in which **BEYOND** wish to be certified. Any actions arising from the meeting must be completed without any undue delay and appropriate evidence filed with the Management review documentation.

Please see below document as demonstration of compliance:
[Management Review Agenda](#)

10 Improvement

10.1 General

BEYOND ensures that improvement processes are completed and actioned as necessary. Analysis methods include various elements which include:-

- [Customer Satisfaction Analysis and Evaluation](#)
- [Internal Audits](#)
- [Planning changes to the Quality Management System, Products & Services](#)
- 3rd party assessments for certification purposes
- [Results of non-conforming products](#)
- [Risks & Opportunities](#)

10.2 Nonconformity and corrective action

Should a nonconformity occur, including those arising from complaints, internal audits & external 3rd party assessment BEYOND designate the appropriate “Top Management” representative to ensure that corrective action including root cause analysis is completed and implemented to avoid any further occurrences. This is then analysed and should the risk to the business pose to be “high” then this is then entered onto the “Risk & Opportunities” matrix to assist in mitigating the risk to the business.

Should any non-conformance’s occur then the internal audit report / non-conformance report must be completed to ensure that a full analysis of the problem is resolved. Should any changes to the Business Management System, Products or Services be required then the “Planning changes” document shall also be completed.

The corrective action plan summary must be completed, as this then forms part of the Management Review meeting.

Please see below document(s) as demonstration of compliance:
[Internal Audit Report / Non-conformance Report](#)
[Corrective Action Plan Summary](#)

10.3 Continual Improvement

Continual Improvement will be ongoing through various elements of the Business Management System which is encompassed within this document. The list below is not exhaustive:-

- Risk & Opportunities Analysis – Evaluated at several stages (clause 5.1, 6.1)
- Quality Policy / Objectives
- Planning of Changes
- Competency Matrix
- Customer Satisfaction
- Production & Service Provision (Supplier Evaluation)
- Internal Audits
- 3rd Party External Audits
- Management Review