

## Focus Telecoms awarded with official ISO 9001-2008 accreditation

Quality Management Certification – 616781



ISO 9001 is the world's most recognized quality management standard. Implementing this standard help us to continually monitor, manage and improve quality across all operations for consistent performance and service. This is a crucial milestone to our continued growth and will ensure consistent levels of service for all our customers. Certification to international standard underpins quality, service delivery and security for Focus Telecoms.

The Quality Management System complies with the requirements of ISO 9001-2008 for the provision of fixed lines and calls as well as telecoms & data solutions provisioned by emerging technology and cloud based systems.

# bsi.

BSI – making excellence a habit

### Customer objectives

- Fulfil the requirements of large customers
- Demonstrate best practice
- Reassure customers and prospects
- Improve quality and service delivery
- Underpin company growth

### Customer benefits

- Improve ability to meet customer expectations
- Strengthened management systems
- Embedded best practice
- Enhanced performance and reputation
- Sharper competitive edge

Regular audits of our Quality Management System ensures continual improvement and continual improvement ensures a better customer experience.

For further information please contact Andrew Parker, Relationship and Quality Manager on 0330 024 2200 or email [andy.parker@focus-grp.co.uk](mailto:andy.parker@focus-grp.co.uk)