

ANS Quality Policy Statement

At ANS we aspire to be the UK's leading Cloud Service Provider of choice. We aim to ensure that the services we provide embed excellence into both our and our customer's business, whilst maximising the Return on Investment and creating business opportunities. We are recognised as being a trustworthy, open, honest, and ethical organisation.

The Board of Directors of ANS is committed to providing the highest possible standard of service to all our customers. This commitment is supported by the implementation of quality assurance systems throughout the business; systems accredited to recognised quality systems standards ISO9001, ISO27001, ISO2230, ISO20000 and ISO14001.

We recognise that our business, and that of our customers, is reliant on the quality of our services which is underpinned by the strength of our process and procedure. This is why we are committed to operating every aspect of our business to the highest standards. Company process and procedure is managed in a way that meets all of our legal, regulatory and contractual obligations.

To embed these principles into our business, ANS has implemented an Integrated Management System (IMS) that has been verified by our external accreditor to be compliant with the international standard for Quality Management Systems, ISO 9001. The system is a quality assurance framework that is supported by documented policies and procedures, and underpinned by the pragmatic application of business best practice.

This policy is applied right across ANS, and is reviewed annually and whenever the business undergoes significant change. The ANS Executive is ultimately responsible for all company policies, and provides business direction to the Business Assurance Team. The Business Assurance Team ensures that the quality assurance framework is regularly reviewed and that it continues to evolve, improve, and conform to the standard required by our external accreditor.

ANS is committed to continual improvement; objectives are managed within both a directed and a 'ground-up' framework. Top level objectives are agreed with senior management and are based around multiple inputs and outputs e.g. new objectives derived from audit and assessment, new business need or risk assessment.

We recognise that it is every team member's responsibility to both support and work to achieve company quality objectives through the adherence to published procedure and the use of established tools; whilst maintaining an awareness that these toolkits are subject to continual review and improvement.

“At ANS, quality is at the core of everything we do. Our top priority is taking the time to understand a customer's business and needs so that we can create a tailored solution and deliver quality service. Throughout the ANS journey, our customers receive exceptional service from the first point of contact, through to onboarding and the provision of ongoing support. We believe when we treat each customer as our most important, our success will grow.”



Chris Hodgson, Chief Operating Officer