

Service Definition Document V1.0



Quality Management

"Uphold excellence in every process."



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1. Service Overview

Service Name: Quality Management

Service Description: Quality Management ensures that products and services meet consistent standards. This service offers tools for monitoring and managing quality, facilitating continuous improvement and compliance with industry standards, leading to higher customer satisfaction.

Why ADVANTIQ: We combine deep knowledge of public sector challenges with cutting-edge Microsoft technology expertise. Our team designs low-code, data and AI solutions that are both innovative and tailored to the specific needs of each client. This approach transforms complex processes into streamlined, efficient systems, distinguishing ADVANTIQ as a leader in public sector digital transformation.

2. Key Features and Benefits

Key Features:

- Standardises quality checks
- Compliance with standards
- Real-time quality monitoring
- Integrates with existing systems
- Customisable audit trails

Key Benefits:

- Ensures service excellence
- Promotes continuous improvement
- Supports compliance with standards
- Facilitates consistent service quality
- Provides tools for quality assurance

3. Service Delivery Model

Delivery Method:

Services can be delivered remotely (within the UK) or in-person (within the UK).

Operating Hours:

Standard support is available from 9 am to 5 pm, Monday through Friday, with emergency technical support available 24/7.

4. Roles and Responsibilities

Service Provider:

Design and development of solutions using low-code, data and AI platforms. Regular updates and maintenance to ensure compatibility and performance. Training and support for clients to maximise the use of new tools.

Client Responsibilities:

Timely provision of data access and integration requirements. Active participation in the design and feedback process. Compliance with licensing agreements and terms of use.

5. Support and Maintenance

Support Hours: Monday to Friday, 9 am to 5 pm.

Support Channels:

- Direct email support
- Phone support
- Online helpdesk with ticketing system

Maintenance Schedules:

Maintenance and updates are scheduled quarterly and communicated in advance, minimizing disruption to service.

6. Terms and Conditions

Please see Terms and Conditions document

7. Confidentiality and Security

Data Handling:

All client data is managed securely with encryption in transit and at rest, adhering to the strictest data protection standards.

Confidentiality Agreements:

Both parties agree to maintain the confidentiality of proprietary information shared during the service provision.

8. Change Management

Process for Changes:

Requests for modifications or upgrades to the service must be submitted through formal channels and will be evaluated on a case-by-case basis. Changes are generally implemented within one to two billing cycles.

