

C3ntral IBA Programme Quality of Service Document

Introduction

C3ntral aim to provide all corporate ITS customers with an unrivalled IT Field Service and want to achieve this by using the IBA network.

When a business applies to join the IBA programme, C3ntral will ask the business to read and agree with this document. If C3ntral’s view of Quality of Service is not agreed with by the other company, the partnership unfortunately, will go no further.

Once the business has become a member of the IBA Programme they must ensure all engineers comply with the following Quality of Service aims. Non-compliance will result in removal of IBA member status.

Aims

The aim of C3ntral Limited’s Quality of Service Document is to highlight to all IBA members and customers, the level and quality of service C3ntral aim to provide their customers with.

The table below outlines C3ntral’s aims of how to maintain Quality of Service and the steps which will be taken to achieve these.

C3ntral aim to:

Aim	Objective
Provide customers with a standardised, professional and unrivalled IT service.	<ul style="list-style-type: none"> • Liaise and work with customer to ensure their needs and requirements are fully discussed and a simplified IT solution is created. • Use best practice processes to assist in the successful completion of projects. • Create necessary standardised documentation and help guides to provide to engineers and customers ie Service Proposals, Sign-off Sheets and Process Flows.
Provide customers with the highest standard of customer service.	<ul style="list-style-type: none"> • Ensure we go that ‘extra mile’ to provide customer requirements. • Provide customers with a flexible service. • Adapt to work to customer unique process.
Provide customers with suitable engineers to fulfil any project.	<ul style="list-style-type: none"> • Work with customer to discover the requirements of the project. • Agree with customer which level(s) of technician required from Technical Ability Table.
Provide customers and IBA members with fully transparent view on projects*	<ul style="list-style-type: none"> • Provide customers with open and honest opinions. • Provide customers with fully transparent service proposal. • Provide transparent cost models.
Provide customers with an efficient service.	<ul style="list-style-type: none"> • Use local resources and engineers and cut carbon footprints. • Cut out any middle men. • Reduce timescales to complete projects.

* Unless specifically classified as confidential, C3ntral will provide both IBA members working on the project and customers full rounded information on all aspects of the project.