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1.0 Purpose

This QPS regulates 'Service Provision' process execution that provides:

- controlled conditions of service provision, including validation;
- identification and traceability;
- preservation of customer property;
- preservation of service provision process outputs;
- post service provision activity;
- control of changes.

2.0 Scope

QPS requirements apply to the activity of

- Technical director;
- Project managers.

Note: list all structural units (for small businesses - office staff) that operate the process.

3.0 Responsibility and Authority

Technical director is the Process Owner and:

- organizes the work of the Technical Council as part of the requirements of this QPS (see sec. 4.2 - 4.6)
- is responsible for the use of approved methodologies relevant to the service provided (methodological support);
- is responsible for the availability of infrastructure and working environment necessary for the provision of services;
- engages artificial intelligence resources to improve the 'Service Provision' process

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- is responsible for providing competent personnel, including the availability of the required qualifications and receiving instructions;
- is responsible for carrying out the validation of service provision for the ability to achieve the intended results;
- appoints project manager(s) — service provision operators;
- is responsible for customer communication and the completeness of post service provision activity;
- compiles and submits to the Coordinating Council the information on customer communication, received in response to the complaints and monitoring services;
- provides to the Coordinating Council information on monitoring the impact of the 'Service Provision' process on the environment and measures for minimizing that impact;
- provides information on customer communication to be reviewed in the 'Design and development' process for improvement of Service provision methodology;
- prepares notifications to the customer in the event of a breach of confidentiality in service provision process and reports on the measures taken;
- is responsible for control of changes;
- controls the process budget.

Project manager is an operator of service provision and:

- ensures the provision of services in full compliance with the terms of the contract and the approved methodology (methodologies);
- is responsible for monitoring and minimizing the impact of the 'Service Provision' process on the environment (for processes from the 'List of QMS Processes Affecting the Environment and Climate Change');
- is responsible for the application of certified and validated measuring equipment and approved measuring techniques in the service provision process;
- keeps records in compliance with the service provision methodology and submits to the Technical Council the obtained interim results for conducting

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- validation, identification and traceability of services;
- draws the acceptance-transfer certificate based on the service provision results;
- is responsible for maintaining confidentiality in accordance with the service provision contract;
- is responsible for the identification of information transferred to the customer (as determined by service provision methodology);
- is responsible for ensuring the preservation of information transferred to the customer (use of reliable information media).

[End of preview. Section 4.0: Service Provision Procedure — the full process algorithm (controlled conditions, identification and traceability, customer property, validation, technical audit, training, project management, customer communication) — along with Section 5.0 (Criteria and Risks), Section 6.0 (Documented Information), Section 7.0 (Revision History), and Annexes (Methodology Template plus supporting forms) — is included in the full purchased document. Visit the [product page](#) to purchase the complete QPS 8.5-01 Service Provision procedure.]

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