

Tootell
Technical
Services

Information and Policy Pack



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Introduction

Welcome to Tootell Technical Services!

The aim of this Information and Policy Pack is to summarise the context and services of Tootell Technical Services (TTS) while including useful information for our clients such as key information regarding our business policies, competence, together with other useful data.

Further information, including news, information sheets and a (very occasional) blog can be located on our website.

If you require further information, please use the contact information below.

On behalf of TTS, may I thank you for your interest in our services.

Dave Tootell MSc. CQP MCQI

Managing Director

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CQI
CHARTERED QUALITY
PROFESSIONAL



IRCA CERTIFICATED PRINCIPAL AUDITOR
QUALITY MANAGEMENT SYSTEMS

Company Overview

Based in Alton, Hampshire, Tootell Technical Services (TTS) is owned and run by Dave Tootell MSc CQP MCQI. TTS specializes in supporting micro, small and medium-sized businesses and organisations recognising, the importance of meeting client requirements in order to meet expectations.

In short, TTS provides

- internal auditing services for your business
- business system reviews
- process improvement
- supply chain assessment and auditing
- document proofreading
- independent gap analysis for ISO certification

Dave Tootell is also a 3rd party auditor/assessor for conformity assessment against ISO 9001, ISO 14001 & ISO 45001.

Striving to be regarded as a leading quality management consultancy our mission is to consistently deliver the highest standards of service while ensuring our services meet specific client requirements every time. To achieve these goals, TTS has aligned its business management system with the CQI Competency Framework focusing on three key factors: strong governance to translate our aims into action, robust systems of assurance to ensure everything stays on track, and a culture of improvement so we keep getting better.

We deliver our consultancy solutions with a professional attitude of tact, diplomacy, pragmatism, and ethical sensitivity. We believe in providing cost-effective and value-adding solutions for your business. Quality is about allowing organisations to be able to perform for their stakeholders - and we are here to help. All our services are bespoke and tailored to meet clients' specific needs. Together, we can determine suitable solutions to your requests in order to assess, maintain or improve your quality management system.

Tootell Technical Services is a proud member of the [Federation of Small Businesses](#) and the [UK Small Business Directory](#)

Company Policy

Vision

To be regarded as the leading quality management consultancy in Hampshire and beyond.

Mission

To consistently deliver high standards of service and exceed customer expectations while delivering services that meet specific requirements every time.

To achieve these goals, TTS has aligned its business management system with the CQI Competency Framework as follows:

Context

- using appropriate methods to understand all customer-specific requirements in order to establish client/stakeholder needs, views and expectations to deliver consistent results
- establish appropriate methods to understand, measure and deliver all legal, regulatory, societal, and sector-related requirements
- TTS is committed to complying with all environmental legislation by determining and addressing environmental aspects in order to minimise environmental impact by implementing a full life-cycle environmental policy to reduce waste, energy consumption, office consumables and transport emissions

Governance

- ensuring that all TTS policies, processes, and plans are aligned with stakeholder expectations
- removing variation and minimising operational risk while at the same time maximising efficiency
- understanding the needs and expectations of all workers and other interested parties employed by TTS

Leadership

- TTS is committed to establishing and promoting a culture of trust and integrity, shared values, fairness, and ethical behaviour at all levels in the organisation, and an organisation-wide commitment to quality
- TTS is committed to providing safe and healthy working conditions and providing a framework for Occupational Health & Safety objectives
- working proactively with all stakeholders to resolve any service performance issues

Assurance

- develop and implement appropriate methods to ensure an effective balance between self-assurance and independent assurance
- monitor and address risks and opportunities

Improvement

- TTS is committed to the continual improvement of the business management arrangements ensuring appropriate focus on quality, environmental & OH&S arrangements
- Use appropriate tools and techniques to evaluate QMS performance and identify improvement priorities
- Establish change priorities in line with business development

Cyber Security Policy

Aim

This policy confirms Tootell Technical Services' commitment to cyber security. It provides a practical and pragmatic approach to cyber security in a sole trader business and provides confidence to clients that appropriate controls and measures are in place at Tootell Technical Services to appropriately protect and manage sensitive information.

TTS shall uniquely identify all desktop & laptop computers, mobile phones, routers, and other equipment.

- Installed applications shall be updated regularly (patching) ensuring devices can be tracked, locked, or wiped as required.
- TTS equipment shall not be connected to unknown Wi-Fi hotspots, instead tethering shall be employed

TTS shall manage all computers and network devices employing appropriate technical controls and good practices

- ensuring unnecessary software is removed or disabled
- authenticate users before allowing Internet-based access to commercially or personally sensitive data
- change any default or guessable account passwords for something non-obvious
- remove or disable unnecessary user accounts
- employ Firewalls in line with best practice and manufacturer's instructions
- maintain antivirus software ensuring updates are undertaken as soon as possible
- employing two factor authorisation where possible
- ensuring computers and network devices are properly configured to reduce inherent vulnerabilities

Password-based authentication shall be employed, including

- all default passwords shall be changed
- lock accounts after no more than 6 unsuccessful attempts
- limit the number of guesses allowed in a specified time period
- set a minimum password length of at least eight characters including special character or as required
- employ controls to avoid choosing obvious or predictable passwords
- not permitting reuse of the same password

Essential data shall be backed up employing the following approach

- continually identifying and managing essential data
- employing cloud storage for holding the original copy of essential data
- ensuring data backups are not permanently connected to the device holding or linked the original copy
- ensuring data is backed up at a minimum weekly periodicity
- data backups are protected by password and/or encryption

References

1. Cyber Security Small Business Guide. National Cyber Security Centre. October 2020
2. Cyber Essentials: Requirements for IT infrastructure. National Cyber Security Centre. V2.2, April 2021

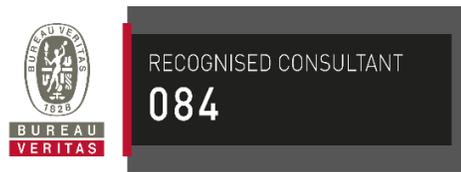
Associates

Totell Technical Services is proud to be approved associate consultants with the following UKAS accredited certification bodies:

Approachable Certification



Bureau Veritas



Auva



Alcumus



Further Information
