



ITSMS QUOTE REQUEST FORM



INSTRUCTIONS FOR COMPLETION:

Please ensure when completing this form it is downloaded and saved locally before completing. This interactive PDF should be opened and completed in Adobe Reader/Acrobat before resaving and returning to NQA.

IF YOU ARE A MULTI-SITE CLIENT PLEASE DOWNLOAD, COMPLETE AND RETURN THE NQA [MULTI-SITE SUPPLEMENT QUESTIONNAIRE](#).

1. Organisation details:

Company name (Legal entity requiring certification):	<input type="text"/>	Country:	<input type="text"/>
Main office address:	<input type="text"/>		
Postcode:	<input type="text"/>	Website:	<input type="text"/>
Contact name:	<input type="text"/>		
Job title:	<input type="text"/>		
Email:	<input type="text"/>		
Direct dial:	<input type="text"/>	Mobile:	<input type="text"/>

2. Integrated management systems:

	Yes - full	Yes - partial	No
Is your management system integrated with other standards and to what extent?	<input type="text"/>	<input type="text"/>	<input type="text"/>

For further detail on integration approaches within management system standards, please [click here](#).

3. Please provide details of the breakdown of your employees:

	Core hours	Shift 1	Shift 2	Shift 3	Total no. of employees
No. of staff:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Please detail the processes and activities at this site:

Please detail the activities your employees conduct and the number involved in each task (e.g. maintenance, office based, production):

Task	Employees	Task	Employees	Task	Employees
Sales	<input type="text"/>	Operations/Delivery – office/site based	<input type="text"/>	R&D	<input type="text"/>
Marketing	<input type="text"/>	Operations/Delivery – field based	<input type="text"/>	Management	<input type="text"/>
Finance	<input type="text"/>	Compliance	<input type="text"/>	Other	<input type="text"/>
HR	<input type="text"/>	Maintenance	<input type="text"/>		
Total no. of employees:	<input type="text"/>				

Where part time workers or seasonal workers are employed, please provide full details below:

4. Are you?

A new client?	<input type="checkbox"/>	An existing NQA client?	<input type="checkbox"/>	Adding a standard to your certification?	<input type="checkbox"/>
A transferring client? (Please complete the Transferring Your Certification supplement.)	<input type="checkbox"/>	Expanding your scope of certification?	<input type="checkbox"/>	Adding a site to your certification?	<input type="checkbox"/>

5. Requested scope of certification:

Note: The scope should explain succinctly the purpose and output covered by the management system; it should describe what the organisation does, not how it does it (e.g. the provision of architectural design services, or Information security management for...).

6. Do you provide installation, contract site works or undertake your business activity at client locations?

Yes ☐ No ☐

7. Do you have outsourced or subcontracted activities?

Yes ☐ No ☐

Please provide details of any externally provided processes, products and services:

8. Does the organisation have a simple structure with vertical lines of management communication and few decision makers?

Yes ☐ No ☐

9. Does the organisation have staff speaking in more than one language and/or use an interpreter?

Yes ☐ No ☐

If yes, please specify which language/s:

10. Do you have a target assessment date?

11. At what stage of implementation are you in?

Researching ☐ Implementing ☐ System in place ☐ Already certified ☐

12. Consultant use:

Are you using a consultant to help you implement/manage the management system?

Yes ☐ No ☐

Consultancy name/contact info:

13. Where did you hear about NQA's service? (Tick all that apply)

Existing client	<input type="checkbox"/>	Event (exhibition or virtual)	<input type="checkbox"/>	Social media	<input type="checkbox"/>
Consultant recommendation	<input type="checkbox"/>	Promotional email	<input type="checkbox"/>	Advertising campaign	<input type="checkbox"/>
Professional recommendation	<input type="checkbox"/>	NQA website	<input type="checkbox"/>	Search engine (Google)	<input type="checkbox"/>

Other (please specify)

SECTION A - ISO 20000-1 ITSMS

1. Are there any other parties involved in the provision of services?

Yes ☐ No ☐

If yes, Please provide details of number of other parties, for example:

- **Internal groups**, i.e. groups within the service provider's organisation but not within the direct control of the service provider. For example, an internal group of software developers could be an "internal group".
- **Customers acting as suppliers**. For example, a customer can operate service request fulfilment or some aspects of incident management such as call logging & "first line" support.
- **Suppliers** for example suppliers providing software development or software application hosting services

2. Clearance: Does the audit team need any vetting/clearance to attend site/review service records?

Yes ☐ No ☐

3. Risk level and complexity

Type	Standard Examples	Yes	No	Comments
Risk	(i) Failure to meet the service level agreement will result in the risk of service users' public / user / consumer health, safety and so on	<input type="checkbox"/>	<input type="checkbox"/>	
	(ii) Failure to meet service level agreements will jeopardize the continuity of national infrastructure and basic services	<input type="checkbox"/>	<input type="checkbox"/>	
Complexity	(1) Complicated logistics involving multi-jurisdiction, multi-site working, in the same, or across a number of, time zone(s).	<input type="checkbox"/>	<input type="checkbox"/>	
	(2) Complexity of language differences across different locations, e.g. personnel speaking in more than one language (requiring interpreter(s) or preventing individual auditors from working independently).	<input type="checkbox"/>	<input type="checkbox"/>	
	(3) Large size or complexity of the SMS scope, e.g. high number of services, personnel or locations, specialized services which are difficult to understand and maintain.	<input type="checkbox"/>	<input type="checkbox"/>	
	(4) High degree of legal or regulatory requirements affecting the client's SMS e.g. intellectual property rights, privacy, food, drug, aerospace, nuclear.	<input type="checkbox"/>	<input type="checkbox"/>	
	(5) Different activities done in different shifts	<input type="checkbox"/>	<input type="checkbox"/>	
	(6) Temporary sites within the scope of the SMS for a specific audit	<input type="checkbox"/>	<input type="checkbox"/>	
	(7) Complex business processes performed within the scope of the SMS, e.g. software development, remote monitoring, remote access, hosting of customer systems	<input type="checkbox"/>	<input type="checkbox"/>	
	(8) A high level of reliance on other parties, such as suppliers, internal groups or customers acting as suppliers, involved in the provision of services	<input type="checkbox"/>	<input type="checkbox"/>	
	(9) Frequent addition of new services, removal of services, transfer of services or significant changes to services.	<input type="checkbox"/>	<input type="checkbox"/>	
	(10) A low rate of change to the SMS and the services	<input type="checkbox"/>	<input type="checkbox"/>	

Type	Standard Examples	Yes	No	Comments
Complexity	(11) Previously demonstrated effective performance of the SMS, e.g. previously certified with another accredited certification body	<input type="checkbox"/>	<input type="checkbox"/>	
	(12) Combined audit of the SMS with one or more other relevant management systems	<input type="checkbox"/>	<input type="checkbox"/>	
	(13) Prior knowledge of the organization, e.g. already certified to another standard by the same certification body	<input type="checkbox"/>	<input type="checkbox"/>	
	(14) A single, simple service.	<input type="checkbox"/>	<input type="checkbox"/>	
	(15) Identical activities performed on all shifts, with appropriate evidence of equivalent performance on all shifts, e.g. service desk	<input type="checkbox"/>	<input type="checkbox"/>	
	(16) A significant proportion of service management personnel carry out a similar simple function.	<input type="checkbox"/>	<input type="checkbox"/>	
	(17) Single site with low number of personnel.	<input type="checkbox"/>	<input type="checkbox"/>	
	(18) A low level of reliance on other parties, such as suppliers, internal groups or customers acting as suppliers, involved in the provision of services.	<input type="checkbox"/>	<input type="checkbox"/>	

4. Do you hold any information of a confidential or sensitive nature which cannot be made available for review by the audit team?

Yes

☐

No

☐

If yes provide details

5. Are you aware of any standards, regulations or laws with which your company or industry must comply? If so list these below:

Yes

☐

No

☐

Legal (e.g. Data Protection Act):

Regulatory (e.g. PCI DSS, Information Governance Statement of Compliance (IG SoC)):

If you have any problems completing this form please call 0800 052 2424 (option 2) or email sales@nqa.com

If you choose to give us any personal information (for example your e-mail address) we will treat this information in line with our privacy notice which can be located here: <https://www.nqa.com/en-gb/privacy>. We will only use the information provided to respond to your enquiry and provide you with any information or materials requested. By submitting this information you are requesting a quote for services from NQA and a subsequent quote letter will be issued to you based on the information provided within this form.



NQA, Warwick House, Houghton Hall Park, Houghton Regis,
Dunstable, Bedfordshire LU5 5ZX, United Kingdom
T: 0800 052 2424 E: info@nqa.com @nqaglobal

www.nqa.com