Service Management System Policy

Document Title	Service Management System Policy
Version	2.0
Date	21/12/2025
Owner	Head of Service Management, Fuse CS
Review Cycle	Annual or upon significant change

Contents

1   Purpose

The purpose of this policy is to define Fuse CS's commitment to delivering effective, consistent, and high-quality IT services that meet customer requirements and comply with applicable legal, regulatory, and contractual obligations. It establishes the principles for managing, monitoring, and continually improving the Service Management System (SMS).

Fuse CS's Service Management System is established, implemented, and continually improved in accordance with ISO/IEC 20000-1:2018. Service management objectives are defined, monitored, and reviewed to ensure alignment with business strategy and client requirements. This policy is controlled and reviewed annually or upon significant change, and forms part of the documented SMS available to all relevant parties.

2   Scope

The Service Management System of Fuse CS, supporting the development, design, deployment and support of IT services and solutions, as per our Service Catalogue, to our global customers, from our HQ in Northampton UK.

3   Policy Statements

3.1 Commitment to Service Excellence

Fuse CS is committed to providing services that meet or exceed customer expectations in terms of quality, reliability, and security.

3.2 Compliance and Risk Management

Services will be delivered in compliance with applicable legal, regulatory, and contractual requirements. Potential risks to service quality and continuity will be identified, assessed, and managed appropriately.

3.3 Continual Improvement

The SMS will be continually reviewed and improved to enhance service quality, operational efficiency, and customer satisfaction.

3.4 Resource Allocation

Adequate resources, including personnel, technology, and infrastructure, will be allocated to maintain effective service delivery and SMS operation.

3.5 Roles and Responsibilities

Responsibilities for service management, including planning, monitoring, and reporting, are clearly defined and communicated across the organization.

3.6 Communication

This policy will be communicated to all employees and relevant third parties and made available to customers upon request.

4 Management Commitment

The Senior Management Team of Fuse CS endorses this policy and is committed to providing the leadership, resources, and support necessary to ensure the SMS is effective and aligned with business objectives.

Approval:

Martin Chamberlain, Managing Director

Fuse CS Limited

Date: 22/12/2025