[Organisation] Service Management Policy

# Purpose

[Organisation] recognises the importance of service management and is committed to operating an effective Service Management System to ensure that it operates responsibly as a business and in compliance with all legal and regulatory requirements in relation to Service Delivery for [Organisation].

# Service Management Principles

To accomplish this, we will operate our Service Management System (SMS) in accordance with the requirements of ISO 20000-1:2018. A structured customer driven approach of “Plan - Do - Check - Act” is followed to build, assess, review and maintain the SMS, which in turn ensures customer satisfaction.

To support this commitment, we have identified key Service Management principles as follows:

* Understand and fulfil the service requirements to achieve customer satisfaction.
* Design and deliver services based on the SMS that add value for the customer.
* Monitor, measure and review the performance of the SMS and associated services.
* Continually improve the SMS and associated services according to objective measurements.
* Continuously improve the organisation by measuring and assessing the associated risks and applying effective measures to mitigate said risks.

# Service Management Objectives

To ensure these key principles are met, we have established a set of service management objectives which are regularly monitored and reviewed to ensure continual improvement in the SMS.

# Applicability

This Policy covers [Organisation], including all personnel, suppliers and contractors when they are involved in the provisioning of services in scope of the SMS.

Compliance with the Service Management Policy is mandatory. All managers are directly responsible for implementing this policy and ensuring colleagues’ compliance within their functions.

# Review

The policy is reviewed annually and/or when significant changes occur.

# Revision Control

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# Approval

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