ISO Certification

Peniel Solutions, LLC (PSL) Passes its Annual Appraisal Audit for ISO 9001:2008, ISO 20001, and ISO 270001 services.

Peniel Solutions, LLC (PSL) announced April, 2017 it has been independently audited for its annual appraisal of ISO 9001:2008 Quality Management, ISO 27001:13 for Information Security and ISO 20000-1:2011 for IT Services Management. By passing the annual appraisal audit, PSL is demonstrating the firm's rigor in information security, IT services management and Quality management services. These certifications couple with the company's Capability Maturity Model Integration (CMMI) Level 3 appraisal for software development makes them a sought out and reliable service provider among its customers and places them in the top ten percent of companies with similar credentials.

PSL systematically monitors its product quality, management, and security protocols through customer feedback, individual self-assessment, regular management reviews, and annual assessments. We constantly hone our processes, maintaining our commitment to the ongoing improvement of PSL' operations and services. PSL also has a defined list of Key Performance Indicators (KPI) and ISOP targets that are constantly measured and analyzed. We strive to meet every target, however when targets are not reached, corrective actions are implemented, the results of which are closely monitored. During the annual reviews, the company's management will compare the previous year's performance against a series of quantifiable measurements and discusses potential adjustments to be made in PSL quality, management, and security policies.

Employee training is a key component to PSL's rigorous quality, management, and security programs. Every new employee receives specialized training in the company's methods and procedures. Training plans are developed for all employees and reviewed yearly to ensure expanding growth and professionalism. PSL regularly considers new trainings opportunities in a variety of related areas to keep staff updated with current industry rules, regulations, processes, and trends. As a dedicated software service provider, PSL considers that a large part of its success results first in its unique ability to always:

1. Minimize the level of service failures and always protect the interests of its clients
2. Look for the best price/value option
3. Deal effectively with unexpected circumstances and requests
4. Adopt a "yes we can do it" attitude
5. Look for industry best practices and apply them
6. Look for and propose more effective solutions
7. Be proactive and monitor each customer engagement constantly
8. Provide transparent, continuous and accurate information
9. Comply with all valid regulations
10. Establish clear processes and strictly apply internal procedures

These 10 key points are part of the PSL's quality, management, and security processes and are applied daily for each project we engaged.