
Business Management Systems

1 Scope

This Generic Standard applies to all suppliers to BT.

BT is committed to running its business responsibly. It strives to maintain high ethical principles. BT has systems in place to protect the organisation and its customers from the impact of unethical behaviours. BT expects its suppliers to share its objective of doing the right thing.

In general, BT supports any formal initiative to improve the quality, environment, security, health and safety, business continuity and the management of risk. BT recognises that industry operates a variety of different management systems. The value of each system can change dependent upon its scope, implementation and continued compliance by the organisation.

Knowing about supplier risks and opportunities, and understanding that suppliers have plans to cope with events affecting continuity of supply, plays a key part in BT achieving continuous supply chain improvement.

BT recognises that such improvement is reliant upon the co-operation and participation of its suppliers in improvement activity.

This Generic Standard details:

- a) BT's preferred standards on business management systems and expectations on its suppliers;
- b) how responses to BT's criteria are used in adjudication and supplier selection; and
- c) the supplier's engagement in continuous improvement.

2 Contractual Requirements

The supplier must immediately report to BT any serious breaches of this Generic Standard. BT will work collaboratively with the supplier to implement remedial actions. However, BT will also take action, which may include terminating its contract with the supplier, if the supplier is unwilling to make any appropriate changes requested by BT.

When requested by BT, the supplier will provide information to support their compliance to this Generic Standard and will warrant the accuracy and completeness of any information relating to the subject matter of this Generic Standard provided to BT prior to entry into their contract with BT. If any aspect of such information no longer remains true in any material respect during the term of their contract, the supplier will promptly submit to BT a written update to such information so that it remains true in all material respects.

3 Supplier Requirements

Business Management System

The supplier will operate a business management system common to its industry or registered to the latest version of the Minimum Preferred Standards (see below) and be registered to, or compliant with, the Preferred Standards (set out below) as specified in their contract with BT (if applicable). Suppliers are required to ensure compliance to these standards in their supply chain.

Minimum Preferred Standards	
For all Goods, Software and Services – ISO9001	
Preferred Standards	
Environmental Management – ISO4001	Health and Safety – ISO 45001
Security Management ISO27001	IT Service Management – ISO 20000
Business Continuity Management – ISO22301	Labour Standards – SA 8000
Quality Management in the Telecommunications supply industry – TL9000	Software Development & Capability - TickITplus
Process Maturity Appraisal – CMMI (Capability Maturity Model Integration)	

The supplier is expected to maintain registration or compliance to these standards throughout the term of their contract, at no cost to BT. Registration to standards needs to be granted by a certification body accredited by United Kingdom Accreditation Service (UKAS) or an International Accreditation Forum (IAF).

The supplier will:

- a) keep aware of the current status of the business management system standards relevant to their goods and services and will comply with the latest applicable version of those standards;
- b) facilitate the auditing of compliance with this Generic Standard in accordance with the audit provisions within its contract with BT;
- c) when defects in the goods or services are identified, investigate non-conformity, report to BT its findings and instigate appropriate corrective action and preventative action to prevent recurrence;
- d) provide BT, on request, with samples of goods for evaluation;
- e) at BT's request, participate in continuous improvement activities in relation to their goods and services; and
- f) promptly inform BT from time to time of changes to its business management system status.

At BT's request, the supplier will supply BT with a quality plan (updated as appropriate) in relation to the provision of goods and services to include descriptions of:

- a) relevant procedures and processes;
- b) sampling and/or acceptance criteria;

- c) points of quality intervention;
- d) review points and frequency;
- e) testing points and test specifications;
- f) performance levels;
- g) the extent of involvement and identity of proposed and actual significant subcontractors;
- h) how control of non-conformity is achieved; and
- i) how corrective and preventative action will be achieved.

At BT's request, the supplier will supply BT with a supply chain risk plan (updated as appropriate) in relation to the provision of goods and services to include:

- a) a map of the end to end supply chain process including locations, transport methods and timescales;
- b) list of critical or scarce component and sourcing arrangements; and
- c) a list of vulnerabilities, risks and management approach adopted.