

PCP Service Provider Statement

ISQM 1 Manual

Themes	Key Information	ISQM 1 Methodology	Comments
Leadership and governance of the service provider	Leadership commitment to quality	✓	The PCP leadership are fully committed to quality having spent many years operating in the training and quality control sector. The company has worked closely with a number of leading networks and professional bodies for a number of years and are passionate about the importance of audit compliance.
	How the organisational structure and assignment of roles, responsibilities and authority support quality.	✓	All PCP manuals are written by directors of the company who have extensive experience in compliance based work.
	Processes in place to ensure that sufficient time and resources are allocated to meet contractual obligations and deadlines	✓	PCP has a long established record of producing timely manuals and updates and meeting contractual obligations where appropriate.

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Technical content	Key content details – scope and depth of coverage and objectives of the resource and any relevant limitations	✓	The manual is aimed at small and medium sized firms of accountants worldwide who typically do not undertake large amounts of work on listed PIEs.
	Controls to ensure the technical accuracy of the content (how the service provider ensures that the technical content addresses all necessary legal, regulatory and other requirements, the process for technical reviews and how and what resources and time are allocated).	✓	Technical accuracy is ensured by only using directors to write the product who have extensive experience in quality control and detailed knowledge of regulatory and ethical requirements. All products are subject to external review by suitable qualified and experienced individuals.
	Controls to ensure that the content is updated on a timely basis to reflect changes in standards, laws and regulations.	✓	PCP are committed to regularly updating the manual over its lifetime. Updates will be produced in the early lifecycle of the manual as and when additional information and guidance is provided by regulators. If ISQM 1 itself is updated in the future, the manual will be updated to reflect any changes contained therein.
	Confirmation that a mapping process is undertaken and a description of that process, including confirmation of compliance with all relevant standards.	✓	All PCP technical products use a mapping process to match the requirements of the related standards to the product itself at the planning stage.

Competence and capability	Capabilities skills experience competence qualifications of relevant people involved in developing/reviewing/maintaining/providing the resources and how these are maintained and where relevant allocated.	✓	PCP staff involved in writing and maintaining the ISQM 1 manual have more than 20 years of experience writing audit compliance related products for firms around the world. PCP has been producing such products since 2001.
Compliance with laws and regulations	How the service provider identifies/evaluates/addressed threats to compliance with any relevant laws and regulations for example data protection, cyber security.	✓	PCP has appropriate procedures in place within the company to ensure compliance with the General Data Protection Regulations (GDPR) on privacy and data protection.
Feedback, monitoring and complaints	Processes in place to address the receipt, investigation and resolution of complaints and allegations of failure.	✓	All complaints are dealt with by a director of PCP. Response is in writing within 14 days of receipt of the complaint.
	Monitoring activities and how the service provider addresses deficiencies.	✓	All PCP products are subject to a rigorous internal and external review process. Products are only released when this process is complete.

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Software development	Access to references and testimonies of other customers	✓	Testimonials are available on the PCP website and on request.
	Resources dedicated to customer support	✓	PCP has a full time employee solely dedicated to customer support.
	Controls on process is in place in the following areas: <ul style="list-style-type: none"> • scoping to ensure that the software is designed to do what it needs to do • testing • security for example audit trails • privacy confidentiality features • maintenance of software • data breaches • backup and file recovery arrangements • disaster recovery 	✓	The manual utilises established programmes Microsoft Word and Microsoft excel. It is not cloud based. Access is via a secure server and the package is then downloaded by the firm and stored securely on their own server. The latest master copy of the product is always available in the firm's account at www.pcpproducts.com