

## ***ISO 9001 & The PICS Certified Promise***

***PICS Telecom International is proud to be an ISO 9001 registered company.***

Our employees are committed from the top down to this program. Their participation is instrumental in the resulting high level of customer satisfaction. The ISO 9001 process and the PICS Certified Promise have become a way of life for us.

“PICS Certified” signifies a standard of quality that meets or exceeds the original manufacturer’s standards. We back all of our pre-owned and used equipment with an advance replacement warranty. Our equipment is carefully tested by a team of experts including Cisco Certified Network Engineers in our state-of-the-art lab. Rigorous standards are in place to ensure the quality of the equipment meets your expectations.

### ***Our Quality Policy***

The management and staff of PICS Telecom International are dedicated to achieving customer satisfaction through the delivery of high quality products and value added services in a timely manner. All employees are committed to performing their duties with attention to detail in order to minimize costs and to meet customer expectations.





## The PICS Certified 9-Step Process

### **1. Audit and Inspection**

All components of the equipment are inspected for hardware revision levels, part number identification and cosmetic appearance, which is verified throughout this process

### **2. Inventory Process**

Chassis, bays and individual cards are identified by manufacturer's serial number, bar-coded, assigned an inventory control number in PICS On-line Inventory Tracking System (POINTS) and stored in a static-free, climate-controlled storage facility

### **3. Configuration**

Orders are custom-configured to meet client specifications for plug and play facilitation

### **4. Quality Certification**

All configurations are double checked to OEM specifications by certified technicians

### **5. Initial Test**

Full power on and boot up to OEM specification. Equipment status, revision levels and software version confirmation

### **6. Revision Process**

Repair and replace nonworking parts, software as applied to specific upgradeable equipment

### **7. Full Diagnostic Test**

Diagnostic test of integrated product, includes optical level, protection switching and functionality

### **8. Outgoing Diagnostic**

Full test of customer configured equipment, test documentation and equipment printouts provided for packing

### **9. Quality Packaging**

Final visual inspection, order is packed in individual, anti-static and reinforced customized packing to prevent any shipping or handling

