



## Unit4 Quality Policy

**“To meet the requirements of, and to provide the best possible service to our customers, we will continually re-assess and improve our organisation under the guidelines of ISO 9001”**

### Scope of the Quality Management System

*“The design, development and support of business software products in the UK.”*

### Quality in Unit4

As a company we are committed to continuous improvement and to providing our customers with products and services which are enriched with Quality at the core of their design.

Our internal systems have been developed to provide the tools we require to ensure maximum efficiency and control over the numerous and complex processes involved in our organisation. Quality and continuous improvement are key to the business strategy of Unit4 and we strive to improve all our activities both now and in the future.

Unit4’s commitment to quality is paramount and pervades the entire organisation. Business Procedures have been introduced throughout the organisation which constitute the fundamental practices which enable us to conform to the requirements of BS EN ISO 9001:2015.

Using these procedures, we will continue to meet customer requirements, both now and in the future, by providing them with an evolving product with the key benefit of predictability of product quality, delivery, timescale and cost. We will achieve this through assessing our competitors, on-going product development and internal monitoring and measurement of our organisation’s effectiveness.

We are committed to the continuous improvement of our products and services and encourage the involvement of all employees in the quality system. We continue to develop partnerships with industry leaders and innovators, as an important component of its overall product development and service provision.

### How do we achieve this?

In order for us as a company and our staff to identify and monitor if we are successfully meeting our Quality Policy, we have set Quality Objectives at relevant levels and functions. This allows our performance to be monitored for success.

**We will set, monitor, achieve & review measurable objectives for the maintenance and improvement of our Quality Management System. The ultimate forum for this will be the Management Review.**

Approved by Regional President UKI:

DocuSigned by:  
*Chris Richards*  
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## Requirements

In order for us to achieve our Quality Policy Objectives we need to understand what our customers' requirements are and although these will vary between customers, there are general requirements that apply to all. We expect all our staff to be aware of these and how they help satisfy them:

- Have a product which has been crafted to create a solution, allowing individual mode of operations to be reflected in it.
- Have a product that provides a flexible portfolio of integrated modules enabling them to track and monitor all aspects of their business, with user flexibility for accessing and manipulating data.
- Have a product which provides seamless integration that ensures data is captured once and is shared across all departments.
- Have a platform independent product, boasting cross platform stability and dynamic links other products.
- Be a software solution provider who delivers more than just software, through providing a full range of client services.
- Have access to a support technician who can provide them with a speedy resolution to their call should they experience problems.
- Have comprehensive training available on the software, with the opportunity for bespoke training tailored to their needs should they require it.
- Have a full set of documentation available, ranging from manuals\training material to release notes, to accompany the software.
- Have support and guidance available to them throughout, and after, the implementation of the project, with queries investigated, dealt with and responded to quickly.

## Quality Responsibilities

Unit4 communicates this policy and the obligations / responsibilities required by the Quality Management System (QMS) to all our employees on their induction into the organisation. We have displayed this Policy on internal noticeboards and have an area on our intranet dedicated to our QMS. The responsibility of the upkeep of the Quality Management system lies with:

**Chief Information Security Officer** – Ultimate responsibility for strategic direction, objectives and goals.

**Standards Compliance Specialist – Kirsty Dalby** – Responsibility for ensuring the requirements of the standard are implemented, maintained and has responsibility for reporting on its performance.

### Staff Responsibility

All staff are responsible for the quality of the work produced by Unit4 and are encouraged to take an active role in the quality system. In practice this means all staff:

- have a clear statement and understanding of the requirements of their work.
- are aware of the company's aims for quality.
- work towards satisfying customer requirements and providing the best product\service they can.
- ensure that matters affecting quality are communicated to the relevant people.
- have access to Standards Compliance team for consultation on matters of quality.
- ensure that problems/improvements regarding quality are reported in the most appropriate manner.
- ensure they know where their day to day Business Procedures are stored and that they follow them.

## Customer Focused Quality Management System



### Internal Business Systems

Our internal business systems have been developed with quality at the core of their design. Each system provides us with the tools we require to ensure maximum efficiency and control over the processes involved.

### The Contract System and CRM

The Contract System and internal CRM solution are the Control Mechanisms for all contracts, quotations, orders and invoicing. The Contract system displays a complete record of all products/services purchased.

Once the products/services are provided the customer is invoiced against the contract, through the Sales Invoicing System, which updates the Contract information.

The CRM system is available to all customer facing staff and provides access to all pertinent customer information including the products/services purchased.

This central record of customer information is used to record vital information such as technical infrastructure details, specific development work, quote/order information as well as customer contacts, providing a complete view of the customer to all staff.

### Development Work Tracking System

The Development Work Tracking Systems are tools for controlling the Software Development Process from initial entry to software release.

It acts as an interface between design input, Software Development and Testing processes.

It provides a complete traceable record of all work carried out which is maintained and preserved within the system, allowing items to be tracked through each stage of the development process. As part of its role, the system also supports the requirements of the ISO 9001 Standard.

## The Support System

The Customer Support department provides support to present users with quick access to experienced systems specialists.

A ticket logging system and stringent escalation procedures ensure queries are resolved as quickly as possible.

Links to Development ensures that our Support Technicians can enter specific work requests and track them through the various stages in the development process to completion and release. This allows complete and accurate reporting back to our customers.

### A basic process flow within Unit4

From the moment an enquiry is received, our business procedures are there to guide our staff through the processes involved at every stage.

