



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

Unit4 has extensive experience of quality management systems, with established ISO9001 procedures covering software design through to application delivery across all its product ranges. 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. To illustrate this commitment, Business Procedures have been introduced throughout the organisation. Business Procedures constitute the fundamental organisation and 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 will continue to develop alliances and 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 Managing Director UK&I:

Date: April 2019

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:

- To have a product which has been crafted to create a solution, that will allow their individual and often unique mode of operations to be reflected in it.
- To have a product that provides a flexible portfolio of integrated modules which enables them to track and monitor all aspects of their business, with user flexibility for accessing and manipulating data.
- To have a product which provides seamless integration that ensures data is captured once and is shared across all departments. Also providing the advantages offered by incorporating the use of web technology.
- To have a platform independent product, boasting cross platform stability and dynamic links with MS Office products.
- To have a software solution provider who can deliver more than just software, through providing a full range of client services (i.e. training, consultancy, support, Technical Services).
- To have instant access to a support technician who can provide them with a speedy resolution to their call should they experience problems.
- To have comprehensive training available on the software, with the opportunity for Bespoke training tailored to their needs should they require it.
- To have a full set of documentation available, ranging from manuals\training material to release notes, to accompany the software.
- To have support and guidance available to them throughout, and after, the implementation of the project, with queries investigated, dealt with and responded to quickly.

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 online, telephone and VPN support to present users with quick access to experienced systems specialists.

A call 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.

Why?

Our customers require that we work to an industry recognised standard. The standard Unit4 have chosen is ISO 9001.

Unit4 is a growing company of people. These people often have to manage themselves, move across departments quickly and deal with issues that are necessary for the running of a successful business.

They cannot do that unless they understand how the business functions and how they can get things done. This is the aim of Business Procedures.

Quality Team

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 developed an area on our intranet dedicated to our QMS.

The responsibility of the upkeep of the Quality Management system lies with:

Finance Director – Matt Overd – Ultimate responsibility for strategic direction, objectives and goals.

Facilities & Compliance Manager – Donna Traves – Responsibility for ensuring the requirements of the standard are implemented, maintained and has responsibility for reporting on its performance. Supported by the Standards Compliance Team.

Quality is about You!

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:

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

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.

