

Quality Policy Statement

Sign In App (together with its affiliated companies) aims to provide customers with our software products and associated hardware which meet, or more so, exceed their expectations.

We are committed to continuous improvement and are currently working on a fully documented Quality Management System that will provide a framework for measuring and improving our performance.

Management will ensure business, legal, regulatory requirements and contractual security obligations are taken into account, many of which are already monitored via our ISO 27001:2013 accreditation and the NHS Data Security and Protection Toolkit (NHS DSPT) submission.

Our QMS will include the following:

- regular gathering and monitoring of customer feedback
- a customer complaints procedure
- selection and performance monitoring of suppliers against set criteria
- training and development for our employees
- regular audit of our internal processes
- measurable quality objectives which reflect our business aims
- management reviews of audit results, customer feedback and complaints

The full policy is shared with all staff. Although the Operations Manager has ultimate responsibility for quality, all employees have a responsibility within their own areas of work to help ensure that quality is embedded within the whole company.

Policy Review Statement

- This policy statement may be reviewed at any time and at the request of either staff or management, but will automatically be reviewed 3 years from the initial approval and thereafter on a triennial basis unless organisational changes, legislation, guidance or non-compliance prompt an earlier review.

Our full Quality Policy is available on request.

For further information about Sign In App's quality management, please contact:

Governance, Risk and Compliance Team
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