



Signify
SOFTWARE

Signify (Pty) Ltd Quality Policy

Signify (Pty) Ltd acknowledges the expectation from our clients for the continuous improvement of our world-class products and excellent service. Signify understands the impact a Quality Management System (QMS) will have on delivering on these expectations.

We aim to achieve the above by implementing a management system that complies with the international standard of quality, ISO 9001:2015. This implementation includes a commitment to meet the requirements of our clients, as well as legal and regulatory requirements. We commit to continuous improvement of the QMS system and ensuring it remains relevant. By explicitly providing outstanding product quality and service Signify will achieve our aims of long-term success and sustained improvements.

All personnel within Signify are responsible for the quality and excellence of their work. Signify will provide ongoing training and establish systems to assist personnel to achieve the standards required. Signify is committed to investigate all client complaints and implement preventative solutions.

Management is primarily committed to:

- Develop and improve the Quality Management System.
- Continuously improve the effectiveness of the Quality Management System.
- Enhance client satisfaction.

Management has a continuing commitment to:

- Ensure that client needs, and expectations are determined and fulfilled with the aim of achieving client satisfaction.
- Communicate throughout the Organisation the importance of meeting client needs and all relevant statutory and regulatory requirements.
- Establish the Quality Policy and its objectives.
- Ensure that the Management Reviews are scheduled, and quality objectives reviewed, and reports on the Internal Audit results are used as a means of monitoring and measuring the processes and the effectiveness of the Quality Management System.
- Ensure the availability of resources.
- Ensure the structure of the Quality Management System is defined in the Quality Manual.
- All personnel understand the requirements of this Quality Policy and abide with the contents of the Quality Manual as and where applicable.
- The Organisation constantly monitors its quality performance and implements improvements when appropriate.
- The policy, organisation and procedures needed to achieve the required standards are described and maintained as necessary in our Quality Manual.
- The Quality Manager is responsible for monitoring the quality system and reports regularly to the Directors on the system's implementation, status, and effectiveness.
- The objectives of the company, Quality Policy and Scope are set out in the Objectives document. Objectives for individual client tasks are to be carried out to the satisfaction of the client and in accordance with the agreement with the client.

Signify (Pty) Ltd. acknowledge that there is a clear link between the dynamic aspect of revising the quality policy and the quality objectives as well as the commitment of the Company for continuous improvement. Employees will be informed, trained, and evaluated on the policy and necessary changes.

Regards
Marinus van der Berg
Director

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