



Signify
SOFTWARE

Signify (Pty) Ltd Quality Policy

Signify (Pty) Ltd was founded in 1999 as a software development company specialising in Human Resource Management Software. Our product, called Signify HR, is a complete Human Resource Management solution that also includes Performance Management and Learning Management (LMS). Signify HR is a modular system, enabling you to implement the different modules available over a period of time as and when required. We serve a wide range of companies, ranging from 50 employees to 50,000 employees. We acknowledge 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 investigating all client complaints and implementing preventative solutions.

Management is primarily committed to:

- Develop and improve the QMS.
- Continuously improving the effectiveness of the QMS.
- Enhancing 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 Signify (Pty) Ltd 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 QMS.
- Ensure the availability of resources.
- Ensure the structure of the QMS 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.
- Signify (Pty) Ltd 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 Signify (Pty) Ltd is set out in the Objectives document while the Scope is set out in the Quality Manual. 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 Signify (Pty) Ltd for continuous improvement. Employees are informed, trained, and evaluated on the policy and necessary changes.

Regards
Marinus van der Berg
Director

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Signify Software

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