

Healthcare Gateway Quality Policy

It is the policy of the company to maintain an Integrated Management System (IMS) designed to meet the requirements of the ISO9001 standard and in pursuit of Healthcare Gateway's core values and primary business objectives.

Healthcare Gateway's Quality Management System is applicable for the design, development, planning, implementation and support of interoperability services for health and social care

This covers our operations at the Leeds Head Office and at Dundee operational sites.

We intend to continually develop and deliver a high quality of product and service integrity that meets customer requirements through a process driven approach. We look to achieve a strong element of customer loyalty on this basis.

Our quality aims are to:

- Apply a continuous process of improvement
- Ensure involvement and commitment to Quality by every employee
- Conform to, or exceed Customer expectations
- Performance in relation to these objectives is reviewed during management reviews of the IMS.

We are committed to complying with all management system requirements and continually improving the effectiveness of the company's integrated management system, in accordance with the Company's Continual Service Improvement Policy and process.

This policy is communicated to all person(s) working for or on behalf of Healthcare Gateway (as part of induction training) and is available to all employees in the IMS folder.

The requirements of the company's IMS are mandatory and all company personnel have a responsibility and obligation to its integrity.

This policy is reviewed to ensure its ongoing suitability, as or when there are key changes (e.g. in customer, legislative, operational requirements etc) and annually as a minimum.

Signed:



Managing Director

Date: 10th January 2017

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