



Integrated Management System Policy

EPOSability strives is to consistently deliver high standards of support and services. To aid in achieving and maintaining our level service whilst undergoing growth, it is the intention and aspiration of EPOSability Ltd to formally establish, document, maintain and audit an effective and practical approach to the Management of Information, Communication and Data.

We are in the process of reviewing the requirements for **ISO 9001:2008 accreditation**; and have developed a system for quality assurance. We call our system an Integrated Management System (IMS), with the procedures and standards forming the basis of our quality assurance for our day-today work.

In practise this means EPOSability works in a **controlled environment**, using procedures and standards which are tailored to the size and objectives of each individual programmes or project.

This management system is based on eight quality management principles :

- Customer Focused
- Leadership and the Development of Leadership Skills
- Involving People and Knowledge Sharing
- Process Approach
- System Approach to management
- Continual Improvement in all facets of our business
- Factual Approach to decision making, with Gateway Decision Milestones where required

Our process currently include a defined set of standards in relation to document control, business process approval, emailing storage and protocol, document version control, configuration management, information & data storage, backup facilities and confidentiality.

The ideals of EPOSability are for the application of our IMS system to ensure that the requirements and expectations of our clients are fulfilled on each and every project whilst providing EPOSability with the opportunity to improve on our reputation and performance.


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Robert Francis



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EPOSability

MANAGING YOUR EPOS SOLUTIONS