



ISO 9001:2015 and Quality Management System (QMS) Overview

UnitedHealthcare Global is proud to announce that our quality management system is ISO 9001:2015 certified as of July 3, 2020. ISO 9001 is a worldwide standard that sets requirements for a strong quality management system (QMS). ISO 9001:2015 sets specific requirements for a QMS when an organization:

- a) Needs to demonstrate its ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements, and
- b) Aims to enhance customer satisfaction through the effective application of the system, including processes for improvement of the system and the assurance of conformity to customer and applicable statutory and regulatory requirements.¹

The QMS principles upheld by the ISO 9001 standard translates to a focus on customers, leadership, process approach, and evidence-based decision making — all working together to deliver value back to you.

The UnitedHealthcare Global QMS is audited regularly to the ISO 9001 standard (both internally and externally) as required to maintain our certification.

Our QMS is broken down into five different “building-blocks” aimed to capture our major processes at a high level. The “building-blocks” are as follows:

1. Governance	<ul style="list-style-type: none">• Creates management review meeting to continually evaluate and improve effectiveness of our environmental management system (EMS) which enables transparency to performance and quality across our organization
2. Quality Management	<ul style="list-style-type: none">• Provides a methodology for continually improving how we perform our business processes through usage of an issues management tool that can be used by all employees to identify, track, resolve, and leverage solutions for issues that can affect our customers• Ensures all functions have quality objectives formally defined and appropriate metrics are in place to reinforce our focus on the customer, ensuring the customer and the customer’s needs are placed at the center of everything we do
3. Process Management	<ul style="list-style-type: none">• Establishes a consistent method for documenting and maintaining our key processes which strengthens our ability to deliver our products and services as one company and apply quality improvements based on utilizing a common issues management tool• Enables every team member to be aware of and understand their internal and/or external customer’s requirements through clear and up to date documentation

¹ Source: International Organization for Standardization (ISO) (Ed.), (n.d.). Scope. In Quality Managements Systems - Requirements (ISO 9001:2015).

4. Vendor Management

- Formalizes accountabilities for how we interact with our vendors and creates a **structure for managing our vendors, ensuring** we are monitoring and measuring their performance and quality to maximize delivering value to our customers

5. Resource Management

- Ensures all job roles have clear requirements and training plans are built and managed to address needs
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You can be confident that we have the systems and processes in place to provide customers and their employees an exceptional experience. Going forward, we will continually evolve, innovate, and improve our processes to better support your business and global employees.