

We are ISO certified!

Giedo Donkers · 18 May 2021

VIA is now in possession of ISO 9001, ISO 27001 and NEN 7510. "The entire organization has been mapped out and improved. We are extremely proud that we were assessed positively after extensive audits."



The time has finally come! After a process of 1.5 years, VIA is in possession of no less than three certificates. The two international ISO 9001 and ISO 27001 standards give VIA international recognition, assigned by an independent body for quality management and information security. The third standard, NEN 7510, gives VIA the stamp that it complies with the Dutch standards for information security in healthcare. "The entire organization has been mapped out and improved. We are extremely proud that we were assessed positively after extensive audits." In this article Giedo Donkers (CEO) and Jolijn Donkers (Project Leader and Quality Information Officer) talk about the significance of the certification for VIA and its software users.

Great learning process

VIA likes a challenge. That is why Giedo Donkers decided, when he took over the director's baton from his father Erik Donkers, to go for no less than three certification processes in one step. Jolijn Donkers became a 'spider in the web' as Project Leader and Quality Information Officer and had to ensure, among other

things, sufficient knowledge and support within the organization in addition to guaranteeing quality and (care) information security. She explains: "The three certification processes made it a complex, but also a major learning process. We have become more aware of relevant matters. For example: what are the risks with information security? We will continue encouraging this within the organization." Giedo adds: "We were already on the right track, but we wanted to have the organization reviewed by an independent third party and raise awareness. Why do we do certain things like this? Especially with regard to privacy and personal data, it is good to be sure that you are doing good."

Optimal quality

To meet the standards, VIA has set up a so-called 'Quality Management System'. This is the set of business processes and policies that ensure that VIA meets the needs, requirements, wishes and specifications of the customer and increases their satisfaction. Naturally tailored to the goal and strategic course of the organization. We respond more consciously to opportunities and threats and ensure that we continuously improve our quality and data safety. This is done with the 'Plan, Do, Check, Act cycle'. Jolijn: "Before ISO we worked ad hoc in a lot of processes. Now we have been able to create a better structure, which we can fall back on. This way we can continue to take small steps ahead." Because VIA works with data - and often (sensitive) information - ISO 27001 is an important certificate. It sets standards for securing information, online and offline. This mainly concerns the availability, integrity and confidentiality of the information. Business-critical information is now optimally available, safe and of a higher level of quality. Of course, this also applies to the data in the software: we closely monitor availability and developments of the data. Giedo underlines the added value of ISO 27001: "As a user you now have the certainty that we will handle your data carefully. It ensures data suppliers the certainty that proper action will be taken." The Dutch NEN 7510 is a specific standard for this: especially for personal health information.

Ready for further growth!

VIA and its products and services now meet the standards set in the three certificates. As a data supplier, customer or user, you now know for sure that your personal data will be treated in accordance with the European (GDPR) privacy law. Risks within the organization have been comprehensively mapped out and control measures drawn up (for example, to prevent a data breach). The quality management system ensures that internal knowledge is safeguarded, so that VIA can continue to deliver high quality and is ready for the future. Yearly a new audit takes place to continue to monitor whether VIA still meets all requirements. In this way, VIA is concretely working on its motto: 'Always a step ahead'. Giedo: "We did not want to certify for the sake of certification, but the system has to work for us. It has to have added value. That has now happened and I'm very proud of that."