Partner
in Payments

SIBS CARTÕES Quality Policy

SIBS CARTÕES - Produção e Processamento de Cartões, S.A. provides a specialised card production and personalisation service - complete solutions in a value chain from design to implementation.

With the evolution of the card production and personalisation market and the emergence of new stakeholders, and in line with an innovative vision and constant improvement of its activity, SIBS CARTÕES is constantly developing initiatives to increase the efficiency and quality of the service provided to its Customers.

In this context, SIBS CARTÕES considers the permanent development of internal skills as fundamental, and its Security and Quality Management Systems are audited and validated in line with rigorous standards, annually, by the leading Payment Systems networks (Visa, Mastercard, UnionPay International, MB, Discover and MultiCaixa), to ensure compliance with the legal and regulatory requirements applicable to its activity, to assure quality, functionality and security in cards

SIBS CARTÕES seeks continuous improvement and the implementation of any required change for certification under ISO 9001, other Quality Standards or Industry Standards applicable and is committed to meet the partners' needs and expectations, by involving and encouraging its Staff and bearing in mind its mission to monitor and promote staff development.

SIBS CARTÕES declares its commitment and contribution to a more social, environmental and sustainable society and presents a sustainability strategy, which unfolds in a set of activities and actions aligned with this objective.

One of these actions materialized through the implementation of the requirements of the standards adopted within the scope of the Chain of Custody Certifications[i], assuming the commitment to its values and guidelines.

[i] Chain of Custody certification FSC® (license code FSC-C192155)
Chain of Custody certification PEFC (license code PEFC/13-31-324)

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The vision and mission of SIBS CARTÕES are embodied in the following values:

Innovation	Achieved in collaboration with leading card manufacturers, by participating in international standardisation bodies and by maintaining an in-house engineering group dedicated to the research and development of solutions, particularly chip-based solutions.
Security	Facilities and processes audited by international organisations and brand names, ensure that the production and logistics processes keep up with the best practices in the market, and ensure the confidentiality of the data processed.
Customer Service	Commitment to support customers throughout all stages of product development, from design to implementation.
Flexibility	Adapting capacity to meet the customers' needs.
Quality	Along with rigorous internal production processes, material suppliers are selected based on the highest market standards, to ensure the quality and functionality of the final product.

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