

SERVICE MANAGEMENT APEX POLICY

Ishpi Information Technologies, Inc. (DBA *ISHPI*) is committed to meeting customers' needs, including regulatory requirements, and to continually improve the performance of its service management system and service delivery with the goal of enhancing customer satisfaction in the field of Information Operations, Engineering and Technical Services, IT and Cybersecurity Services, System and Software Engineering, and Training and Consulting.

It is the policy of *ISHPI* to:

1. Meet customer requirements and enhance customer satisfaction.
2. Provide the governance and framework to assure the quality of service to the customer.
3. Continuously improve company value.
4. Continuously improve the delivery of services in an ongoing and systematic manner.
5. Measure the quality of service and process performance.
6. Manage changes in processes and procedures.
7. Review the objectives and effectiveness of the service management system regularly to ensure its suitability.
8. Meet all applicable legal and regulatory requirements.

Effective: _____

Earl D. Bowers

President | Chief Strategy Officer