

ASCOM SERVICE MANAGEMENT POLICY

Being an Ascom employee means knowing our Service Management Policy and applying it in all we do, because high-quality service starts with quality output at every stage.

Ascom is highly customer focused. Top management considers this attribute to be a core and fundamental responsibility for good organizational practices in marketing, sales, installation and servicing of information, communication and workflow solutions including software and hardware.

Our Service Management Goals

- Achieve service management objectives and service requirements
- Comply with applicable contractual requirements
- Implement continuous improvement opportunities, including risk assessment
- Ensure necessary resources for service management implementation
- Ensure staff training and awareness on service management

To achieve this, we are committed to maintaining an effective service management system and continually improving it. We set service objectives at appropriate levels of the organization and monitor and review them regularly.

