

Integrated Systems Analysts, Inc.



Quality Policy:

Quality Service: The primary objective of the company is to provide a valuable service to our customer that is carried out in a cost effective and timely manner, and in accordance with the highest professional standards. Being a small but highly efficient organization, a number of personnel have multiple roles supporting various corporate functions. It is, however, the organization's policy that this dual role shall not deter personnel from their prime objective of providing a quality service through an adequately controlled quality management system. The primary function of all management and employees is to meet this objective.

Customer Satisfaction: It is the policy of the organization to provide a range of Information Technology Managed Services, which meet the requirements of its customers and their quality standards, and that programs are maintained on schedule at the agreed price.

Continual Improvement: The Company strives for continual improvement through the involvement and participation of all levels of management, staff and other interested parties. Management is ultimately responsible for making balanced decisions after reviewing all available information. In arriving at these decisions, the quality and personal integrity of staff are of fundamental importance. In this context, all effort is made to ensure that people in the organization understand that quality assurance is important to their future. Employees know that they can assist in the achievement of adequate quality, and they are reminded and encouraged to comply with requirements and to improve the effectiveness of the quality management system.