



SHI's ISO Quality Policy



Three decades of private ownership and consistent, organic growth have allowed for constant reinvestment into our business to ensure SHI delivers custom, cutting-edge IT solutions backed by world-class customer support.

Whether building a modern hybrid workplace, defending against an evolving threat landscape, taking full advantage of the cloud, or searching for ways to optimize their software portfolio, our friendly 6,000-person team is ready to solve what's next for our customers.

We operate an Integrated ISO Compliance Management System that meets the requirements of ISO 9001, the international standard for quality management.

At SHI, we commit to:

- Placing our customers as the center of our business.
- Improving our processes for better efficiency.
- Understand our customers' needs and requirements.
- Placing our purchase orders quickly and accurately.
- Processing orders through SHI facilities to meet and exceed our customers' requirements in delivering configurable hardware products, services, and solutions.

Quality objectives are defined and monitored quarterly and undergo regular annual reviews to identify opportunities for continuous improvement.

We are committed to continuously improving our performance and ISO Compliance Management System to deliver and improve customer satisfaction.

This policy is made public to all interested parties, internal and external to the organization. All applicable employees are aware of this policy and are expected to incorporate these quality principles into daily work activities.

SHI's President and CEO hold ultimate and final responsibility for the quality policy. The ISO Compliance Manager holds the responsibility for ensuring compliance with the quality policy and establishing clear lines of accountability for the management of the ISO Compliance program.

Thai Lee

President and CEO