



SHI's 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 team is ready to solve what's next for our customers.

We operate an Integrated Quality and Compliance Management System that meets the requirements of ISO 9001:2015, the international standard for quality management.

At SHI, we are committed to delivering outstanding customer experience by aligning our operations and services with client needs.

We commit to:

- Placing our customers at the center of our business, ensuring their needs, guide our decisions and actions.
- Improving our processes for better efficiency, enabling us to deliver faster and more reliably.
- Understanding our customers' needs and requirements through active listening and engagement.
- Placing purchase orders quickly and accurately, minimizing delays and errors in the procurement process.
- Processing orders through SHI facilities to meet and exceed customer expectations, delivering configurable hardware products, services, and solutions with precision and care.

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

We are dedicated to the continual improvement of our performance and our Quality and Compliance Management System to enhance 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.

At SHI, the President & CEO carry overall responsibility for the Quality Policy. The Quality and Compliance Management team is tasked with ensuring the policy is followed and with establishing clear accountability for managing the Quality and Compliance program across the organization.

Thai Lee

President & CEO