# Service Management System Policy

**Ariel Partners is committed to consistently delivering high quality support services to our customers, while offering value-added solutions for our services. To achieve our goals, we adhere to the following criteria:**

- **Fulfill all service requirements**
- **Continuously improve the effectiveness of the SMS and the services through the policy on continual improvement and build upon our service foundation.**
- **Strive to maintain the highest quality standards for our services.**
- **Consistently deliver on meeting our customer's expectations.**
- **Establish and maintain an effective Information Technology Service Management System (ITSMS).**
- **Commit to delivering quality and reliability though continuous improvement by continuously reviewing our service management objectives.**
- **Adherence to regulatory requirements.**
- **Promote total company involvement via continuing education and training.**
- **Identify and mitigate risks.**
- **Abiding by ISO 20000:2018 Standards.**

Approved by Shilpa Strong, President on 5/14/2021

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