



Quality Policy Version 1.1

Hendall aims to provide leading-edge information technology, instructional design and training development, and other professional services and solutions, along with subject matter expertise, to further the mission of our customers by:

- Leveraging the collective expertise of all employees to provide sound solutions.
- Providing all customers with technically exceptional professional services.
- Meeting our customers' quality expectations.
- Delivering on time and within budget.
- Maintaining the highest levels of customer satisfaction.
- Complying with all required regulatory and legal obligations.
- Adopting best practices by operating and continually improving a Quality Management System.

Through these practices, Hendall will continue to operate as a financially sound, employee-centric organization that delivers best-value solutions that improve the quality of life for all Americans.

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Management approval:

Adam B. Lee
Chief Operating Officer

