

Quality Policy

Effective 14 July 2020

Dell Technologies is committed to transforming businesses, shaping the future of innovation and developing technologies to drive human progress.

We earn our customers' trust and loyalty by:

- Listening to, learning from and responding to our customers
- Delivering technologies, services and solutions that consistently meet expectations for quality, value and customer experience
- Driving continual process, product and service improvements
- Using Net Promoter Score® to measure Customer satisfaction, trust and loyalty

Global Certification to the ISO 9001 Quality standard is the foundation of our commitment to quality.

A handwritten signature in black ink, appearing to read "Michael Dell".

Michael Dell

Chairman and Chief Executive Officer

A handwritten signature in black ink, appearing to read "Jeff Clarke".

Jeff Clarke

Vice Chairman and Co-Chief Operating Officer