

## 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<sup>®</sup> to measure Customer satisfaction, trust and loyalty

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



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Michael Dell

Chairman and Chief Executive Officer



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Jeff Clarke

Vice Chairman and Chief Operating Officer