

Service Management Policy

1. Policy Statement

Neurosoft is committed to delivering high-quality services that meet or exceed customer expectations. To achieve this, the organization has established a comprehensive Service Management System (SMS) based on the requirements of ISO/IEC 20000-1:2018. This policy outlines our commitment to delivering effective and efficient services that are aligned with the organization's objectives and customer requirements.

2. Scope

This policy applies to all services provided by **Neurosoft**, irrespective of the delivery method or technology used. It encompasses all aspects of service management, including planning, design, transition, delivery, and improvement. All employees, contractors, and third-party service providers are expected to adhere to this policy and support the objectives of the Service Management System.

3. Objectives

- To consistently meet or exceed customer expectations by delivering high-quality services in a timely and cost-effective manner.
- To establish a robust Service Management System that complies with the requirements of ISO/IEC 20000-1:2018 and drives continual improvement.
- To ensure that all services are delivered in accordance with agreed-upon service levels, regulatory requirements, and industry best practices.
- To foster a culture of continuous improvement, where feedback and lessons learned are used to enhance service delivery processes and customer satisfaction.
- To proactively identify and mitigate risks that could impact service delivery, customer satisfaction, or the organization's reputation.

4. Responsibilities

Top management is responsible for providing the necessary resources, support, and leadership to ensure the effective implementation and maintenance of the Service Management System.

Service managers and team leaders are responsible for implementing and maintaining service management processes and procedures, monitoring service performance, and driving continuous improvement.

All employees and service providers are responsible for adhering to the established service management processes, contributing to the improvement of service delivery, and reporting any issues or opportunities for improvement to their respective supervisors.

5. Compliance

All service management activities shall adhere to the requirements outlined in ISO/IEC 20000-1:2018. Regular audits and reviews will be conducted to ensure ongoing compliance and to identify opportunities for enhancing the effectiveness and efficiency of the Service Management System.

6. Improvement

Continuous improvement is integral to our service management approach. We are committed to regularly reviewing our service management processes, identifying areas for improvement, and implementing corrective and preventive actions to enhance service quality and customer satisfaction.

7. Communication

Effective communication is crucial to the success of our Service Management System. We are committed to ensuring that all stakeholders are informed about relevant service management activities, changes, and improvements. Open lines of communication will be maintained to encourage feedback, suggestions, and concerns related to service delivery.

8. Training and Competence

All employees involved in service delivery shall receive appropriate training to perform their roles effectively. We are committed to promoting a culture of continuous learning and development to ensure that our staff possesses the necessary skills and competencies to deliver high-quality services that meet customer requirements and industry standards.

9. Documentation

All relevant service management processes, procedures, and policies shall be documented, regularly reviewed, and updated as necessary to ensure their accuracy and relevance. Document control procedures will be implemented to manage the creation, approval, distribution, and revision of all service management documentation.

10. Review and Revision

This Service Management Policy will be reviewed on a regular basis to ensure its continued suitability, adequacy, and effectiveness in meeting the organization's objectives and compliance requirements. Revisions will be made as necessary to reflect changes in the organization's structure, objectives, or external context.

11. Conclusion

Neurosoft provides services that consistently meet customer requirements, regulatory standards, and industry best practices. Through the effective implementation of our Service Management System, we aim to continuously improve our service delivery processes, enhance customer satisfaction, and achieve excellence in service management.