



Service Management System Apex Policy

WWC Global LLC is committed to meeting customers' needs, including regulatory requirements, and to continually improve the performance of its service management system and service delivery with the goal of enhancing customer satisfaction.

It is the policy of WWC Global to:

- Sustain excellent service delivery by aligning our services to customer objectives and providing the governance and framework to ensure quality of service to customers.
- Execute managed business growth to continuously improve the company's value.
- Institutionalize governance and corporate culture to ensure continuous delivery of quality services by the highest-quality workforce.
- Build out supporting systems to continuously improve the service system in an ongoing and systematic manner.
- Communicate with internal and external stakeholders to increase knowledge of the firm, its services, and culture.
- Continue to build relationships with customers and adopt a pro-active strategy for customer management.
- Focus on customer satisfaction and meeting customer requirements to optimize the service experience.
- Identify new business improvement opportunities for evaluation.
- Measure the quality of service and process performance and manage changes in processes and procedures.
- Meet all legal, regulatory and contractual requirements.

Approved by:

A handwritten signature in blue ink that reads "Lauren Weiner".

Lauren Weiner, CEO

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Putting Good Government Into Practice