



| Experiences That Matter

Avaya Quality Policy

As a global leader in delivering superior communications capabilities, we will take intelligent experiences to new heights for our customers, partners and their customers enabling them to grow their businesses by delivering innovative connected and seamless customer and team solutions, best in class quality and exceptional consulting and support services. We will do this through our cultural principles of Simplicity, Accountability Empowerment, Trust and Teamwork.

Simplicity

Listen to the needs and expectations of our customers and interested parties; understand their business challenges and requirements, work relentlessly to simplify our processes and to design and integrate our products into powerful and easy to use outstanding quality solutions creating positive experiences.

Accountability

Ensure employees understand their responsibility for improving and reinforcing a culture of quality with each interaction and deliver exceptional responsiveness across all touch points.

Empowerment

Provide the skills and tools to become trusted advocates for our customers; design and implement products and processes that deliver ever-increasing value to the customer, execute error free installations and provide world-class service.

Trust

Sustain credibility with customers and partners by meeting commitments for content, schedule and quality. Benchmark and review all processes in detail, continuously improve our tools, systems and processes based on feedback and experiences of our customers, partners and suppliers.

Teamwork

Collaborate across functions to enhance the customer experience and treat one another as customers.

Jim Chirico
President and Chief Executive Officer

Chris McGugan
Senior Vice President, Solutions and Technologies