AudioCodes Quality Policy

AudioCodes' vision is to be the innovative leading supplier of converged VoIP & Data solutions for service providers and enterprises worldwide.

A Key factor for achieving this objective is for all employee to adopt and implement the following principles, in accordance with the requirement of ISO 9001:20015:

- Compliance with applicable requirements by ensuring that customer and applicable statutory and regulatory requirements are determined, understood and consistently met.
- Focus on enhancing customer satisfaction.
- Continual improvement of our quality management system (QMS).
- Identification and management of risks and opportunities that may affect the quality of product and services.

AudioCodes' management is committed to implementing the above principles and to do the following:

- Take responsibility and be accountable for the implementation and effectiveness of the QMS.
- Establish quality objectives and follow up on the attaining of these objectives.
- Promote the use of a systematic process approach and risk-based thinking.
- Review the suitability and effectiveness of this policy and the QMS on a periodic basis.
- Communicate the importance of an effective QMS and Compliance with its Requirements.
- Ensure that the resources needed to maintain and manage the QMS are available.

Approved by Shabtai Adlersberg, CEO
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