



## ISO Management System Policy

According to G-Able Group, the ISO standard has been applied as a guideline for internal operations and as a mechanism to drive the organization along with applying for ISO certification in various fields as follows:

ISO9001:2015	- Quality Management System Standards
ISO27001:2022	- Information Security Management System Standards
ISO20000-1:2018	- IT Service Standards

To operate effectively and continually, it is advisable to announce the use of ISO Management System Policy in conjunction with all three standards as follows:

"Improve services to be international standards, providing trust of the information security,  
continuously run business and enhance the customer experience thru customer lifecycle journey."

International standards	refer to	The organization is committed to quality work in order to satisfy customers with continuous improvement
Trust of the information security	refers to	Ensuring our customers trust that we can secure customer-related data in terms of confidentiality, integrity and availability at all times
Continuously run business	refers to	Provide continuous uninterrupted service by preparing a preventive and preparedness plan for crisis management
Customer experience	refers to	The interactions between the organization and its business prospects along the journey from perception, purchase decision, implementation and ultimately to repeat customers