Avaya Quality Policy

At Avaya, we provide digital solutions to enhance and simplify business communications and collaboration, including unified communications and contact center solutions.

Customers are our top priority. We maintain a customer-focused approach to ensure we understand and provide our services according to our customers' and applicable regulatory requirements.

Leadership stresses the need for employees at all levels of our organization to provide a superior customer experience, putting the customer first. Following our established business processes and driving continual improvement leads to improved customer satisfaction.

Avaya provides the required leadership, management, and resources to establish a quality management system that delivers a framework to ensure these objectives are met.

Through direction and support, each employee will have a proper understanding of the importance of the quality management system, their responsibility in contributing to its effectiveness and its direct relevance to the success of our organization.

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Approved by: Bill Parkin

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