



Genesis Corporate Quality Policy

- ✓ Genesis will test and retest and retest before software leaves our hands.
- ✓ Genesis will test on all published compatible Windows operating systems before any software leaves Genesis' hands.
- ✓ Genesis will test all installation operations before any software leaves Genesis' hands.
- ✓ Genesis will test for disaster recovery before any software leaves Genesis' hands.
- ✓ All published features and functions will operate as stated.
- ✓ Documentation of testing procedures will be included in Source Safe.
- ✓ All software will have lock down archived source code versions stored in Source Safe, DVD media, on and off site.
- ✓ Genesis will, at all times, place 'customer down' issues at the highest priority. Genesis will work tirelessly and tenaciously to bring any customer down situation back to life, no matter why the customer is down.
- ✓ All Genesis employees will remember that if there is an issue after our product gets into our customer's hands, the employee that caused the issue will be the same person fixing the issue. Your goal as a Genesis employee is to never have to spend your time fixing your own errors.
- ✓ All Genesis employees will have pride of 'ownership' in each of their product specialties and as such will prepare it, deliver it, support it and improve it just as they would their own child.