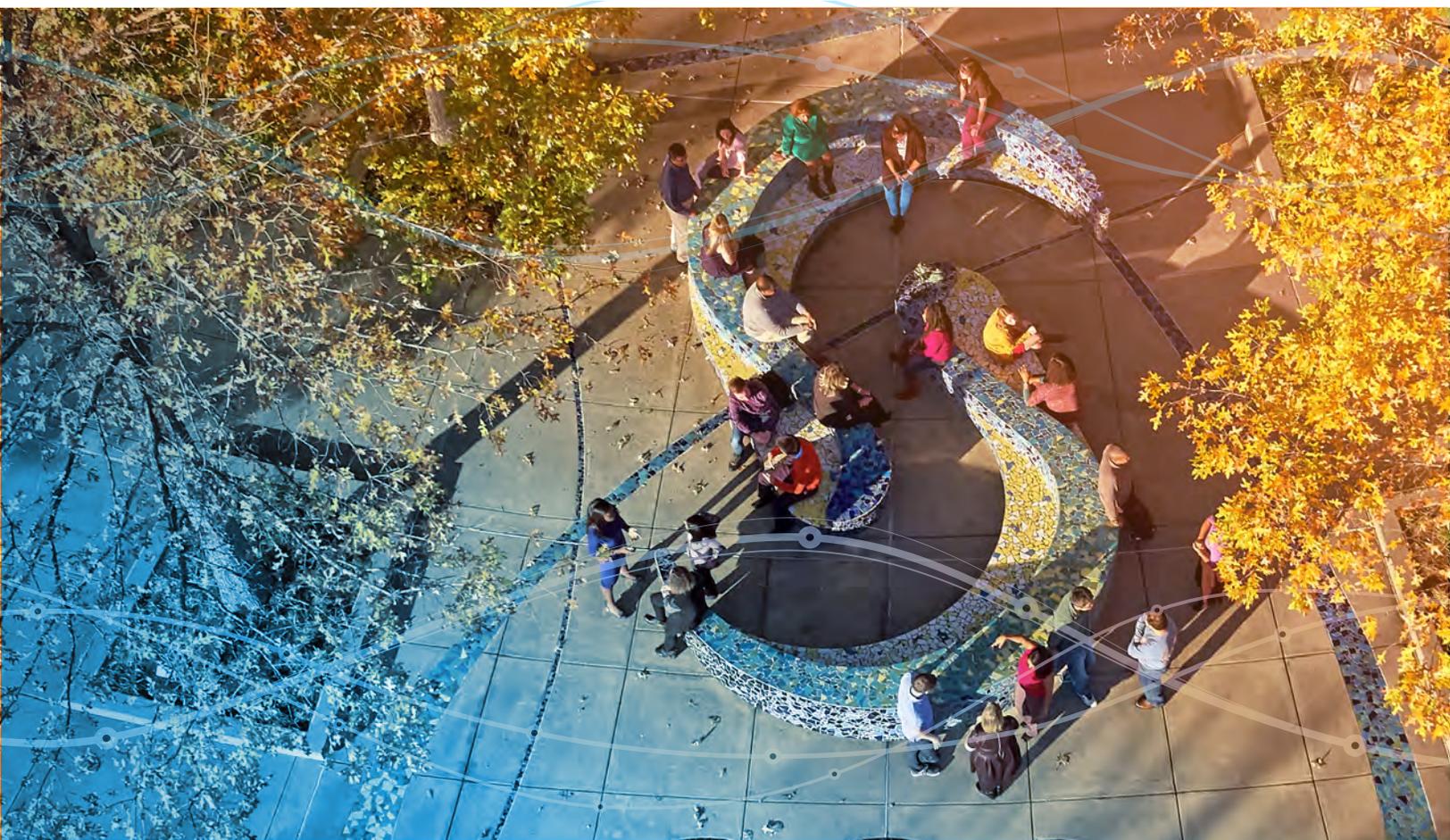


The Quality Imperative: SAS Institute's Commitment to Quality

A corporate statement of SAS' commitment to product quality,
service quality, and customer satisfaction



Introduction

Introducing SAS

For SAS, the pursuit of excellence lies at the heart of the products that we deliver. Jim Goodnight, CEO of SAS, states that "SAS' commitment to quality permeates every division and employee throughout our global company. From the software we produce, to the customers we serve, and through our collaboration with each other, quality is at our core. It's who we are and is the foundation on which our company was built."

SAS is the world's largest privately held software company with nearly 14,000 employees and 84,000 customer sites in 146 countries. Forging strong relationships with our customers have made us a leader in analytics for more than 40 years. Our focus on customer needs is demonstrated in our annual average re-investment of over 25% of revenues into research and development, where the industry average is close to 15%.

SAS provides an integrated suite of artificial intelligence, analytics, business intelligence, customer intelligence, data management, fraud, and risk solutions. Our products transform data into the information organizations use to make good decisions. SAS enables customers to apply analytics wherever they demand—whether in the cloud, on-site, at the device, or with machines as full partners in human decision making. As Goodnight said, "We aim to help every customer turn analytic insights into value. We do so by adapting to changing markets, working with disruptive technologies, and remaining relentlessly committed to innovation. This has allowed us to remain a leader across core markets while providing innovative solutions to our customers' most challenging business problems."

SAS, the company, runs our own operational systems on SAS technology. Since SAS software is licensed, we know that customers have a regular opportunity to evaluate their SAS software investment. We understand. As one of the largest customers of SAS software, we live the importance of high-quality, reliable software.

To learn more about our company, customers, and our award-winning culture where quality is integrated into all that we do, visit our website:

- SAS company information page (https://www.sas.com/en_us/company-information/profile.html)
- Customer success page ([sas.com/customers](https://www.sas.com/customers))
- Annual report ([sas.com/annual-report](https://www.sas.com/annual-report))
- Diversity and Inclusion ([sas.com/diversity](https://www.sas.com/diversity))
- SAS Corporate Social Responsibility ([sas.com/csr](https://www.sas.com/csr))
- Security Assurance from SAS ([sas.com/security-assurance](https://www.sas.com/security-assurance))
- Recognition from independent industry experts ([sas.com/awards](https://www.sas.com/awards))

The Quality Imperative

The SAS Quality Imperative ([sas.com/qualitypaper](https://www.sas.com/qualitypaper)) describes the essential role of quality in the creation and delivery of SAS offerings, products, and services. The paper is organized so that topics flow from broad, corporate-wide processes that provide the foundation of quality at SAS to the detailed and technical processes that are used in software development. Overall, the paper is intended to provide the reader with a comprehensive picture of SAS' quality culture and processes used to develop the products and offerings listed in Appendix 8: SAS Products [Appendix 8: SAS Offerings and Products](#).

The following are papers and sites related to the Quality Imperative, and that provide in-depth content on targeted areas:

- JMP: A Commitment to Quality (<http://www.jmp.com/qualitystatement>)
- SAS Trust Center: Trust in Compliance (https://www.sas.com/en_us/trust-center/sas-trust-compliance.html)
- Hosted Managed Services for SAS Technology (https://www.sas.com/content/dam/SAS/en_us/doc/whitepaper1/hosted-managed-services-for-sas-technology-108638.pdf)

Release Information

The version of this paper is January 2022.

Unless otherwise indicated, this document relates only to SAS 9.4, SAS Viya, and the products that are available with SAS 9.4 and SAS Viya. It also relates to services from the date of this paper forward. Quality processes are continually evolving. Therefore, SAS reserves the right to modify the processes described in this document at any time. If you are using SAS 9.4 and SAS Viya and have questions about processes in those releases, send email to qualitypaper@sas.com.

Learn more about SAS Solutions at sas.com.

