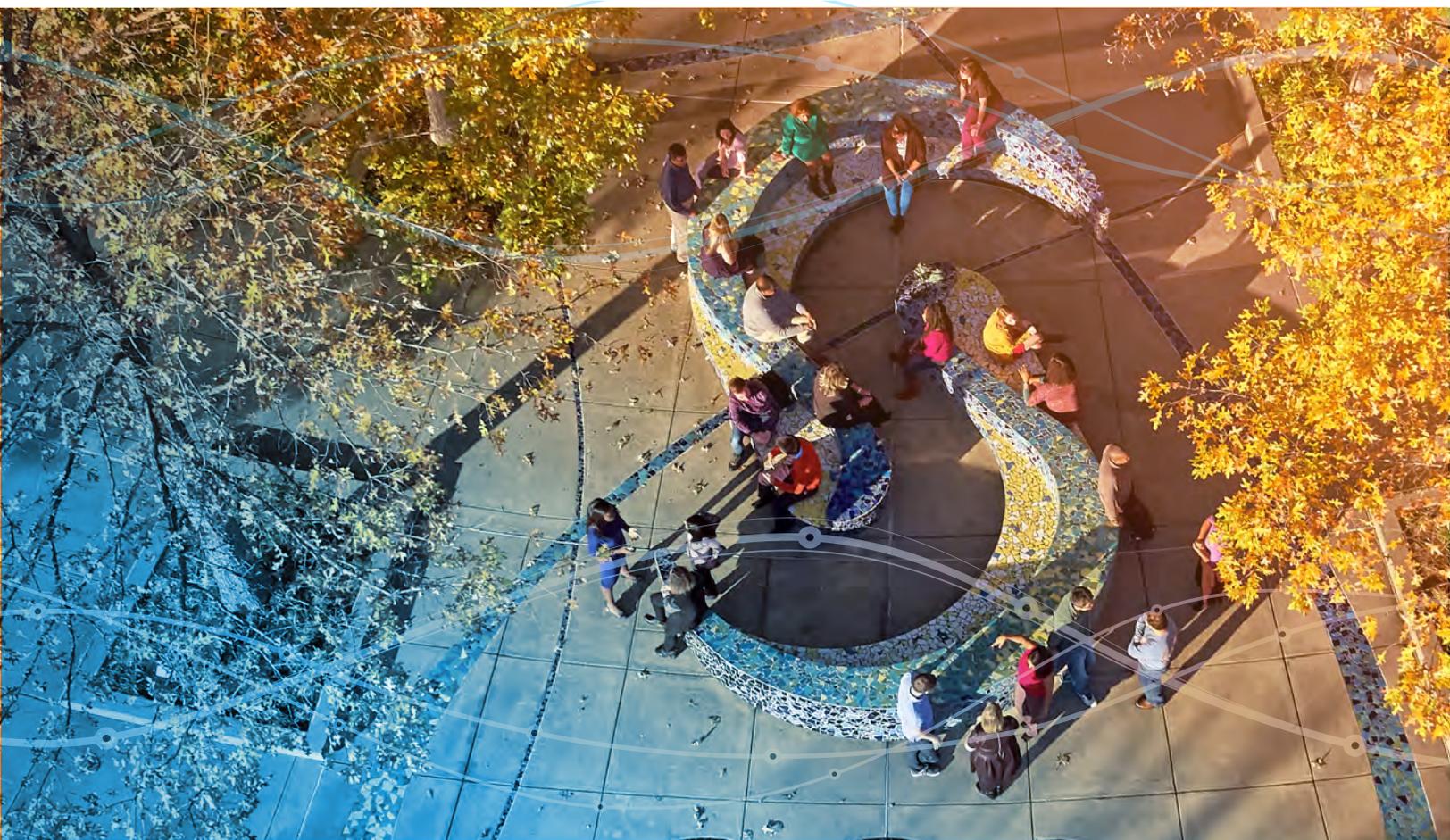SAS

The Quality Imperative:
SAS Institute's Commitment to Quality

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

Quality in Customer Service

Quality in Customer Service

Quality in SAS® Communities

Helping SAS customers connect with each other facilitates knowledge and information sharing, so SAS provides the following communication avenues for connecting with the broader user community:

- SAS Communities: collaborate with SAS and other SAS users about programming, data analysis, and deployment issues, tips, and successes at **https://communities.sas.com/t5/community/communitypage?nobounce/**

- SAS Users Groups: network, teach, and collaborate with other SAS users. SAS users' groups are independent, volunteer organizations run by SAS users. SAS partners with these groups and provides a wide range of services. See **https://www.sas.com/en_us/connect/user-groups.html**.

- SAS Global Forum is an annual conference planned and sponsored by the SAS Global Users Group, which is open to all SAS software users throughout the world. See **https://www.sas.com/en_us/events/sas-global-forum.html**.

- SAS Social Media Portal: stay connected with SAS and other SAS users through our social channels, including Knowledge Exchanges, sasCommunity.org, Facebook, YouTube, and Twitter. **http://www.sas.com/social/**

Quality in SAS® Education

For SAS Education, delivering high-quality training support for SAS software technology and solutions is not limited to the classroom. SAS Education consists of several teams, all dedicated to providing the best customer service possible. From instructors who help design our courses to a customer service group who makes sure that all calls are answered by a real person, we are confident that each customer is getting the quality training that will help them make better, fact-based decisions specific to their business–small or large.

For more information about SAS Education, see **Appendix 5: Quality in SAS Education**.

Quality in Customer Documentation

Documenting SAS software is much like developing the software itself. SAS Documentation Division staff researches new features, plans the library that is needed to document these features, develops the documentation, converts it to the necessary formats, performs extensive testing, and distributes the final documents.

Currently, SAS Documentation produces the following types of documentation:

- Reference and usage documentation, administration guides, and migration guides on the web.

- Online Help that is built into the software.

In addition to documentation, how-to videos are produced and made available on the web. For more information about SAS' documentation processes, see **Appendix 6: Quality in SAS Documentation**.

Quality in Consulting

SAS provides consulting services that enable organizations to reap the maximum benefits from their investments in technology as rapidly as possible. SAS Professional Services and Delivery Division offers the experience of domain and industry thought leaders in the world of business intelligence and predictive analytics, armed with SAS' commitment and heritage of solving the most complex business challenges facing the industry today.

SAS has been partnering with our customers to solve their business problems for more than three decades. Our consultants take the time to listen and learn about our customers' business challenges and enterprise goals to establish a foundation for strategic advancement toward those goals. This mutual collaboration enables us to deliver the right SAS technology and customized services to solve our customers' unique business requirements. We have amassed in-depth industry knowledge and domain expertise while drawing upon industry and technology best practices and proven methodologies.

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.**

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