

Code of Excellence for Independent Programmers

An independent programming company that is committed to excellence will:

- **Maintain industry certifications** for the services they are providing, and make continuing education a priority.
- **Adhere to federal and state regulations** when providing services and conducting business operations.
- **Provide adequate documentation for all services provided by**
 - **Utilizing a thorough contract** that clearly defines the terms and conditions of the services being provided.
 - **Providing a detailed scope of work** that clearly defines both the deliverables that the client can expect, as well as what is required from the client in order to meet those deliverables.
 - **Documenting and following a consistent process** that ensures a high quality of service for the client.
 - **Storing work-related files** in a manner that reasonably ensures the safety of sensitive information and maintains the integrity of the archived data.
- **Exhibit a high degree of professionalism and exercise due care** in all business dealings as part of a commitment to maintaining a sound reputation.
- **Make customer service and support a priority** by being responsive and paying attention to clients' needs.
- **Maintain internal standards of quality** for services, ensuring that services performed and products provided reflect the company's values.
- **Support the programming community** by participating in relevant industry councils and organizations.

For more information and recommendations for how you can implement this in your independent programming business, refer to "Best Business Practices for Independent Programmers." The Code of Excellence and the Best Business Practices documents are the result of a voluntary collaboration among independent programmers who hold membership in InfoComm's Independent Programmers' Council, under the guidance of the of the Council's Steering Committee.

Signature

Printed Name

Company

Date