

# **Customer Service Policy Statement**



**June 2023**

## **OUR MISSION**

The mission of GENPART SERVICES LTD with regard to customer service is to provide goods and services to clients including those with disabilities in such manner as to perform consistently and deliver value-added services to our customers with the highest level of quality and timeliness.

## **OUR COMMITMENT**

In fulfilling our mission, GENPART SERVICES LTD strives at all times to provide its goods and services in a way that respects the professional ethic and quality standards already set and understood by all its employees. Reasonable efforts will be made to ensure, among others, that:-

- Customers are properly informed about our products, understand and agree to terms, and that due clarity to deliverables including applicable warranties is explicitly detailed.
- Complaints are handled such a manner that not only solves an incumbent issue, but also provides means to ensure mistakes cannot be overly repeated.
- There is due consideration to clients with any type of disability, and deal with them in a manner that upholds their dignity, and be prepared, willing and committed to ensure necessary care is taken for them to deal happily with us.

## **PURPOSE**

This policy and its procedures is an input to the company's Marketing Plan and Strategy for the year 2024/2025 espoused under – *“Customer Satisfaction & Relationship Management.”*

## **SCOPE OF POLICY**

This policy applies to all employees of GENPART SERVICES LTD.

## **MANDATE OF POLICY**

GENPART SERVICES LTD has a marketing department that has consists of Account Executives, Customer Relationship Officers and independent Assertive & Quality Control Auditors. The latter manage customer feedback, assist in complaint handling, Product Quality Inspection & Testing.

Key reviewers of policy implementation have a document named “Checklist to Improving Customer Service & Relations.” It aims, among others to:-

1. Re-examine GENPART SERVICES LTD’s organizational and cultural structure ability to produce customer focused efforts and to mark where changes neglect to serve them in a way that produces customer loyalty.
2. Audit our value chains for mutual benefits between the company, its employees and customers. We understand that in many ways, customers are those who use the output of the company’s operational processes.
3. Profile customers and rank them for honorary service by virtue of their contribution to the company’s growth and success.
4. Effectively manage complain handling. One side may for reasons known or covered blame other for ineffectiveness, unprofessionalism, and ineptitude.
5. Assess customer’s attitudes and opinions. Although these are hard to quantify, an organization without with an inaccurate perception of their customers' needs most likely err by:
  - (a) making untested and unwarranted assumptions about customers thoughts;
  - (b) relying on weak anecdotal evidence;
  - (c) according too much weight to atypical complaints.
6. Assess Customer Feedback Mechanisms.

# PROCEDURES

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## **Providing goods and services**

GENPART SERVICES LTD is committed to excellence in serving all customers by executing the customer service function in 10 major areas:

### **1. Communication**

We recruit and train staff to serve in this department whom we have assessed and found to possess considerable skills (not just training) in:-

- Problems solving skills
  - Objective communication skills
  - Telephone skills - We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.
  - Record keeping & attention to details– We train our staff to keep record of telephone conversations by documenting and taking minutes of key meetings. These records are sent to the client representative to promote understanding of deliverables and to facilitate drafting of sales agreements.
  - Charisma -
  - Multi-cultural sensitivity
- Managing a Technical Support Desk

### **2. Pre-sales Information & Agreements**

We attempt to provide as much information as needed for decision making. Where applicable, we include options available to a client on matters of design, production and maintenance of items supplied

### **3. Billing**

We are committed to providing accessible invoices to all our customers. For this reason, invoices will be provided in the following formats upon request: e.g. hard copy, large print, e-mail.

We will answer any questions customers may have about the content of the invoice by telephone or e-mail.

### **4. Multi-Channel Communication**

Our policy is to maintain communication between one of our key staff and one or several of the client's representatives. Where the client has more than one representative (e.g. a committee or panel), record of communication between us, if required, is copied to others to quicken decision making, process audits and accountability.

### **5. Complain Handling**

We have a listening management. Staff are required to escalate matters that exceed their authority and decision making scope to their supervisors or managers. When that happens, the client is informed of the shift and purpose. When necessity arises to revert to an assignment to the previous employee, the client is duly informed.

### **6. Disruption of Services**

We will provide customers with notice in the event of a planned or unexpected disruption in the goods or services. This notice will include information about the reason for the disruption, its anticipated duration, and a description of an alternative service, if available.

The notice will be placed at all public entrances in our premises.

## **7. Training of staff**

GENPART SERVICES LTD will provide training to all employees and others who deal with clients or other parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures.

This training is to be provided as soon as a staff commences his/her duties.

Training mainly focuses on GENPART SERVICES LTD's policies, practices and procedures relating to the customer service standards. This training is an on-going process.

## **8. Feedback Process**

The ultimate goal of GENPART SERVICES LTD is to meet and surpass customer expectations while serving all its customers. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way GENPART SERVICES LTD provides goods and services to our clients can be e-mailed directly and in confidence to [feedback@genpartservicesltd.co.ke](mailto:feedback@genpartservicesltd.co.ke) and addressed to the Service Manager or CEO only.

Upon receipt, we will investigate the matter with the appropriate personnel and provide a written response within 24 hours or less.

## **9. Modifications to this or other policies**

We are committed to developing customer service policies that enhance relationships and posterity. Using client feedback, record of new

experiences, minutes from market / client representative meetings, these policies shall be improved periodically.

## **10. Record Keeping**

GENPART SERVICES LTD will maintain accurate records of training delivered to our staff and make these records available for inspection as may be required.