

# CUSTOMER RELATIONSHIP POLICY



It is the policy of Ross-shire Engineering, RSE and Prime Pumps, PP, to effectively manage relationships with customers, ensuring their needs, objectives and expectations are met. Positive customer satisfaction is essential in maintaining the positive reputation of the company and essential in ensuring continued and repeat work from customers.

Maintaining positive customer relationships are the responsibility of all employees across the business, our employees are the face of the business and vital in ensuring that customer perceptions and expectations are met.

Customer feedback is monitored and measured, all customer complaints or issues will be responded to promptly in order to address any shortfalls in performance expectations efficiently and effectively. The process for managing customer feedback is detailed in QHSEP-103 Communication and Feedback.

Customer feedback is recorded, monitored and measured by the Quality, Health, Safety and Environmental, QHSE, Department. All Feedback is welcomed and may be received in a variety of formats such as email, Facebook, face to face, telephone as well as through formal, solicited feedback requested following completion of a project. Regardless of how feedback is received it will be communicated to the QHSE department for recording.

RSE are committed to providing a positive customer experience, ensuring their needs are fully met, unfortunately there may be occasions when the customers expectations are not fully met; where this occurs, it is essential that all issues are handled as efficiently and effectively as possible.

## Handling of Customer Complaints

The Site Representative or Project Manager / Engineer are the most likely first point of contact for customer complaints; most concerns or issues raised are of a minor nature and are easily dealt with at this level. When issues are raised, the Site Representative or Project Manager / Engineer will ensure that the customer is aware that the issue is being addressed and will try to ensure that their concerns have been understood and will be actioned.

In the event that the Site Representative or Project Manager / Engineer cannot address the customers issue then the escalation process is as follows:

Site Representative or Project Manager will ensure the customer has been informed that their comments have been passed on to the Senior Project Manager for them to address. The Senior Project Manager will then attempt to deal with the issue to the customers satisfaction.

Where the Senior Project Manager is not able to fulfil the customers' expectations then the issue is to be passed to the Business Stream Leads, who will discuss the issue with the customers representative. It may be necessary to discuss the concerns face to face or on-site. The customer is to be informed of the escalation.

In the unlikely event the customers issue cannot be met by the business stream leads then the issue is to be passed to the Managing Director, who will then decide, after formal discussions with the customer, the best and most effective way of ensuring the customers expectations are met.

This policy is reviewed annually and updated to reflect any governance or process improvements, legislative changes or strategic developments in the management of design.

Ian Hart:-

Director Prime Pumps Ltd