

CUSTOMER CARE POLICY

Customer/Client satisfaction is derived through exceptional customer/client service from all levels of the business.

DADI's philosophy is to provide a consistent, quality yet cost effective service which ensures customer/client satisfaction through the achievement of continuous high standards. We encourage the implementation of Service Level Agreements and Key Performance Indicators.

SLAs and KPIs are a vital tool for measuring our service provision on an ongoing basis and ensuring our clients expectations are understood from the outset.

We also acutely recognise the important part our staff play in helping us achieve our philosophy. We therefore encourage our staff to 'smile' and adopt our organisation values:

Approachable: A DADI staff member portrays open, approachable body language. They always look up and engage with clients, they welcome feedback are able to 'knowledge transfer' with colleagues and have a positive 'can do' attitude

Friendly: A DADI staff member is always positive and customer/client focused, being aware of their impact on the team, customers and stake holder. They treat others as they want to be treated and provide feedback to team members. Service with a smile enhances service delivery and building user experience

Open: A DADI staff member is open to new ideas. Provides two way feedback and embraces new methods, practices and innovations. They are flexible, positive and welcome everyone and anyone into a team of like-minded professionals

We know that without the buy-in of our staff our customers/clients and stake holders care philosophy cannot be achieved, which is why we promote a positive working culture through regular training, career progression and staff benefits.

Working to our quality assurance procedures, in line with our QM system, we will ensure all our customers receive the very best service and feel an integral part of our operation.

Through regular formal and informal communications and/ or meetings with our clients and stake holders, we will ensure that we are always meeting their needs and exceptions.

Happy customers /clients are the key to our success, and through the adoption of our customer/client care philosophy we can provide the ultimate customer experience.

Shiela Nakiranda, Director
Date Signed: January 2023