	Document Number	CU-CC-2-00-V00	Document Classification	Available
	Document Title	Customer Service Policy		
	Owner	Chief Business Officer		

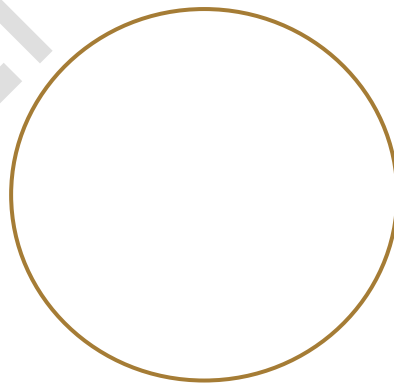
Revision History:

Revision	Date	Description

Approvals:


	Prepared by	Reviewed by	Approved by
Name			
Position			
Signature			

Document Control Stamp



Date:

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1. Purpose


The purpose of this document is to establish and control the guiding principles of managing customer service that align with the Organizational values in SAPTCO and its stake holders' (interested parties) expectations.

2. Scope

This policy applies to all functions related to customer service in SAPTCO and shall be communicated to all stakeholders as applicable.

3. Roles and Responsibilities

- The Chief Business Officer (CBO) shall own this policy. The CBO is accountable for its implementation and is authorized to make amendments as deemed necessary in accordance with the change management process and authority matrix.
- Customer service function shall ensure alignment of all its activities with this policy.
- Quality function shall administer amendments to the policy and ensure adequate access to the latest version in accordance with documented information system and change management process.
- Internal Audit and compliance functions shall ensure implementation of this policy along with its supporting processes and procedures and identify opportunities for improvement.
- All employees shall ensure conduct of business is in alignment with this policy.

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4. References

- This policy is established in alignment with the industry best practices while considering all relevant standards and laws applicable in SAPTCO.
- MC-CR-2-00 (corporate communication policies)
- IT-OP-2-00 (Information Technology Policies)
- MC-MK-2-00 (Marketing Policies)

5. Policies

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1. CO-CC-2-01 Customer service Policy

Objective

The objective of this policy is to adopt a customer service policy that is consistent with SAPTCO's vision, mission and values and that meets the expectations of all interested parties (stakeholders).

Statement


1.1 SAPTCO's commitments to customers:

1.1.1 SAPTCO is committed to provide exemplary services to all its customers by catering to all their requirements, addressing all queries and concerns and by resolving all their complaints to their satisfaction in a timely manner.

1.2 Customer Communication:

1.2.1 Customer service function shall establish and maintain an effective mechanism to engage with customers.

1.2.2 Communication with customers shall be done through all available communication channels in accordance with *MC-CR-2-00 (corporate communication policies)*.

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1.2.3 Customer data management shall be in accordance with *IT-OP-2-00 (Information Technology Policies)* to ensure adequate confidentiality measures are implemented.

1.2.4 Customer service function shall monitor service levels provided to customers through Key Performance Indicators (KPI). These KPI shall be indicators for continual improvement.


1.2.5 Customers are an important class of stakeholders and shall be identified and categorized appropriately to meet their expectations and requirements. Customer categorization shall be in accordance with *MC-MK-2-00 (Marketing Policies)*.

1.3 Customer Issues

1.3.1 To resolve customer issues, customer service function shall establish an efficient mechanism that will ensure:

- Clear, easy and adequately communicated access channels for customers communication.
- Effective tracking of timely resolution in customer issues.
- Adequately defined paths to record all customer issues and their resolutions which will form the basis of continual improvement.
- Effective participation of all internal and external stakeholders in issue resolution.
- Availability of adequate information to perform Root Cause Analysis (RCA) on issues with recurring themes or of serious impacts.

1.4 Customer satisfaction

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- 1.4.1 Periodic customer satisfaction surveys shall be performed at planned intervals. These surveys shall be tailored effectively to engage all customer categories.
- 1.4.2 Customer service function shall conduct business with adequate emphasis on continual improvement that will improve customer satisfaction and loyalty.
- 1.4.3 Analysis of customer engagement activities including survey results, RCA, KPI performance and issues shall be communicated to SAPTCO Management with recommendations for improvement.

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