

“Our clients are the basis for our corporate existence and continuity in business.

We will win and retain the confidence of our customers by meeting their requirements; and striving continuously to exceed their expectations.

All employees are required to be customer focused in all assigned tasks and manage customers’ demands in a professional manner that sustains the success of our organization, by retaining existing customers and winning new ones.”

To achieve the above, the Managing Director ensures that;

- a. Any customer-specific requirements and statutory and regulatory requirements relating to our customer requirements are understood, implemented and clearly communicated to relevant staff and, where applicable, supplier of equipment, materials and services;
- b. The risks and opportunities that can affect the achievement of customer-focus goals are determined and addressed by each process owner responsible for managing customer related process;
- c. Enhancing customer satisfaction is maintained through planned customer satisfaction feedback survey, review of complaints and monitoring of feedbacks;
- d. This policy is accessible by all staff, respective HODs must ensure its full implementation on jobs assigned.



MANAGING DIRECTOR