

Purchasing & Stores Client Service Commitment

Based on client satisfaction feedback we have had several combinations of departmental teams provide feedback and suggestions. Our Purchasing and Stores Client Service Commitment is an attempt to communicate the goals that we have agreed are important to fulfill our clients' needs.

WE ARE COMMITTED to responding to our clients in a timely manner

- ✦ Customer service is an important part of each of our jobs. Good customer service takes many forms, one of which is timely response to inquiries by phone, fax, email, or other ways our customers communicate with us. It is important that we respond to our clients in a timely manner.
- ✦ As a department, our goal is to acknowledge every inquiry, whether by phone, email or fax, as soon as possible within the same day. In all cases, a response needs to be given no later than the next working day - if only to let the client know the message or question has been received and is being worked on - and to provide a realistic estimate of when the client can expect an answer.

WE ARE COMMITTED to being available to our clients

- ✦ Being available to our clients is important and it is important that we use our professional judgment and keep the use of your phones "Do Not Disturb" or "Send All Call" function to a minimum.
- ✦ There are times when we are unavailable for more than a day or so. It's important that we establish extended absence messages on our direct phone line and on our email account when we will be away from the office for more than a day. Our message should include our expected return date and options that the person contacting us can follow for immediate assistance if needed.
- ✦ Communicating our availability, by including our office hours in our email signature. In addition, by updating our Corporate Time schedules (if applicable) is an easy way to let others know when we are available. Also, by using Corporate Time we are able to find out whether someone is available to help a client or co-worker and makes scheduling meetings with clients that involve others much easier.