



## Customer Satisfaction Objectives

We have been successfully assessed to the new ISO 9001 standard. This standard focuses very much on customer satisfaction, which includes the setting of Customer Satisfaction Objectives.

These objectives apply to all staff and are intended to compliment our organisations activity which is to provide a first class service to our customers.

- ❖ Our customers will be treated professionally, efficiently and with courtesy at all times.
- ❖ All enquiries will be responded to the same day they are received.
- ❖ We will supply quality products at competitive prices.
- ❖ We will endeavour to despatch all stock items within 24 hours, within the limits of their viability.
- ❖ We guarantee to give full attention to personal service and customer satisfaction.

To meet these objectives Woodley Equipment Company Ltd strives to be a fair employer encouraging a contented and happy workforce by ensuring all staff are well trained and motivated.