Customer Care Policy

Company Goal:
The goal of Beagle Engineering Ltd is to provide at all times a level of workmanship & service that consistently meets or exceeds the level of customer satisfaction required.

Customer Focus:
The Objective is to satisfy our existing customers & to attract new customers by building & maintaining our reputation in the industry for quality workmanship.

We are committed to respond to the challenges & demands of today's society & are focused around the needs & requirements of the customer.

We have structured our organisation & educated our employees to focus on supporting our customers throughout our entire relationship. Both customers & suppliers are seen as partners in a mutually beneficial business venture & we have succeeded in building long-term relationships based on trust.

We will achieve our goal by continuing to develop our expert knowledge & experience, improving & investing in our people, systems, processes, products & facilities.
We are dedicated to training, educating & involving our employees & by reviewing our customer views & perceptions, in the pursuit of enhancing their satisfaction.

Customer Care Standards:
The following expectations are placed on all of our employees & serve to illustrate our commitment to our customers & to continuous improvement.
- Ensuring that all customers receive an efficient & satisfactory service
- Meeting customer needs wherever possible & helping as efficiently & quickly as possible
- Treating customers with the courtesy, consideration & respect they deserve
- Involving the customer by listening, understanding, considering their views & keeping them informed
- Providing clear & concise information & explanations
- Seeking the customer's opinions & views to help improve our services.
- Any complaints are recorded, reviewed, responded to quickly & the information used to improve the quality systems

Signed: _____   Date: 15th December 2008

(Mark Bloor - Managing Director)   Doc: Rev 1 (15.12.2008)