

STD Pharmaceutical Products Ltd aim to provide a professional service to satisfy our customers' quality, delivery and service expectations.

To achieve this, we aim to: -

- Establish customer needs and perception of products and services.
- Respond promptly and positively to all customer enquiries and ensure that our customer is satisfied with our response.
- To instil our customers with confidence in our ability to evaluate their specific needs and provide the correct product and information, right first time, every time.
- Facilitate a teamwork approach with all involved parties to ensure client expectations are realised.
- Provide communication links and systems at all appropriate levels in order to maximise responsiveness and co-operation.
- To maintain a professional approach towards all customers by being honest, knowledgeable, considerate and efficient.
- To respond to customer complaints, promptly, positively and to ensure they are logged within the company complaints system and have followed the company procedure so that preventive action will be taken where necessary to prevent recurrence.
- Seek to minimise disruption to customers and third parties in the performance of our suppliers.
- Facilitate project reviews to improve quality and delivery of service with the aim of developing continuous improvement.

Signed: BMLoulin . _____ Managing Director

Date: 23rd Feb 2018

DUPLICATED COPY	
<u>BMLoulin</u>	DATE: <u>26 Feb 18</u>