



CUSTOMER CARE POLICY STATEMENT

The continuing policy of Newport Paper Company Ltd is to provide a professional and efficient service to meet and exceed our customers quality and delivery expectations.

To achieve this, our objectives are to:

- Establish customer needs and perception of products and services.
- Customise our products and services to ensure they are designed, produced and delivered to meet our customer requirements quickly and efficiently.
- Provide customers with effective and innovative solutions to their problems.
- 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.
- Seek to minimise disruption to customers and third parties in the performance of our contract works.
- Ensure we have Emergency/Disaster Continuity Plan in place to cover main aspects of the business, so if in the unlikely event of an emergency, service delivery continues with minimum disruption.
- Facilitate project reviews to improve quality and delivery of service with the aim of developing continuous improvement to all added value aspects.

How we will achieve this via:

The Management Team

Providing adequate training for each employee to perform the duties required by his or her specific role. Ensure that any sub-contractors employed for a particular function will meet specified requirements.


Continual improvement and setting of quality objectives in line with the framework laid down within ISO 9001:2000 standard, of which customer care is an important element.

Annual customer care satisfaction feedback surveys.

Dedicated account manager to oversee each supplier and customer account for all areas.

Closely monitor service delivery and performance.

Investigate any complaints via our company Complaints Procedure.


Signed _____
Matthew Hoare
Managing Director – Newport Paper Ltd