

CUSTOMER CARE POLICY

MRB Schumag strives to employ a team of highly skilled individuals who believe in providing and maintaining the highest standard of customer care.

This is underpinned by accreditation to the ISO 9001:2008 standard.

We are committed to exceeding our customer's needs. We aim to process enquiries and requests with efficiency, effectiveness and courtesy at all times. At the same time recognising the particular and specific needs of an individual Customer.

We are further committed to offer an explanation when customer's requests or expectations cannot be met or have not been fully met via a structured Complaints Procedure and our aim is a quick resolution of the complaint.

In order to continually improve our customer relations we ensure all our staff are able to develop their expertise and skills, and empower them accordingly.

We welcome customer feedback on our services and performance and invite suggestions for improvements and further development.

In summary we unconditionally offer our commitment to customer satisfaction.

Paul A. Storey
Managing Director

2 April 2009