

Customer Satisfaction Policy

We will continually improve the way we work to ensure that the systems and services we deliver to our customers are the best.

Policy Statement

Customer satisfaction will be continually monitored at UK & Ireland and Service Line levels in line with the BS EN ISO9001 and related standards, including ISO/IEC 20000 and ISO/IEC140000. All surveying and measurement activities will comply with the Manage Customer Satisfaction Process.

It is the responsibility of each Service Line to ensure an appropriate sample of its whole customer base is measured and improvement actions taken in accordance with the Manage Customer Satisfaction Process.

Customer satisfaction will be regularly reviewed and the results presented to top management to enable changes to be made to policy and strategy as appropriate.

Records must be available of the actions and follow up resulting from all customer satisfaction measurements, leading to evidence of continual improvement.

All customer surveying and measurement activity (carried out internally or by a third party) must be flagged on Salesforce prior to commencement, in agreement with the Service Line Business Operations Director or equivalent and Service Line Customer Champion and agreed with the Client Executive or Delivery Executive where no Client Executive is appointed.

All Employees, Contractors etc. within Fujitsu UK & Ireland have a responsibility to ensure Fujitsu UK & Ireland delivers on its commitments to customers.

Every qualified customer complaint, verbal or written, requiring senior management attention, must be logged on the Customer Satisfaction Support System (CSSS).

All areas of Fujitsu UK & Ireland will escalate problems causing (or threatening to cause) customer dissatisfaction by following the Fujitsu UK & Ireland Manage Regional Alerts Process. Every Amber or Corporate Red Alert will be subjected to root cause analysis as defined in the Fujitsu UK & Ireland Root Cause Analysis Process.

Non-compliance with this policy places Fujitsu UK & Ireland's BS EN ISO9001 and related standards registration at risk and may therefore lead to disciplinary action or dismissal.

Definitions

"Employees" means Fujitsu UK & Ireland employees, wherever they are based.

"Contractors" means contractors or other persons carrying out activities or performing services on behalf of the Company in the place of or on behalf of employees.

Authority & Accountability

Accountability for customer satisfaction rests with the Service Line Business Operations Directors or equivalent.

The VP, Head of Marketing UK & Ireland is accountable for providing appropriate supporting facilities in compliance with this policy.

Applicability

This policy applies to Fujitsu UK & Ireland. This means all employees, contractors and businesses carried on by Fujitsu Services Limited and its subsidiaries and any other company or organisation that is managed by the SVP, Head of UK & Ireland except to the extent, if any, stated under Exemptions below.

Exemptions

None

For Further Information

Contact: Bridget Ware