105: Welcome to Massey Quality Assurance Program

100: Office Administration · https://milo.masseyservices.com/docs/105-welcome-to-massey-quality-assurance-program/

Section: Office Administration
Subject: Welcome to Massey Quality Assurance Program
Approved by: Eddie Faircloth
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Policy Owner:

Policy

Our Company Philosophy is "Total Customer Satisfaction." In order to ensure we are delivering this to our customers from the very beginning, we are implementing this "Welcome to Massey" Policy and Procedure.

This policy applies to all customers regardless of the service(s) they purchased. This policy will assist General Managers in deciding areas, if any, where improvement is needed, i.e., Sales, Services, and/or Administration.

The procedure is as follows:

1. On the 2nd and/or 3rd working day of the month, Customer Care will run the CC New Customer Report in Custom Menu #4.
   (See Exhibit A: New Customer Contact Report)
2. A master copy of this report will be retained by the Customer Care Manager for future reference.
3. A second copy of the report will be separated according to Region and Division and distributed to assigned Customer Care Specialists.

4. During the course of the month, every customer on the list will be contacted by Customer Care to determine the following:
    - If the service was performed to the customer's complete satisfaction. (If not, the Service Manager of the appropriate Service Center will be notified of the customer's concerns / impressions. Inform the Service Manager that the customer will be contacted within one week by Customer Care to verify that the issue was handled to their satisfaction.)
    - Make sure the customer understands the service he / she has purchased.
    - Answer any questions the customer may have regarding our service.
    - If the customer requires an extra service, service will be scheduled through Routeman, in accordance with the Automated Extra Service Log / Report (Policy & Procedures #1802).
    - Explain Massey's Paid in Advance Discount Program.
    - Inform the customer about Massey's Customer Referral Program.
    - Verify all pertinent customer information, i.e. name, address and phone number(s) are correct.
    - Thank the customer for choosing Massey as their service company.

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