

Elizabeth Michael Associates

Client Focus

Purpose

To promote a consistently high level of relationship with Elizabeth Michael Associates' (EMA) clients by focussing on their needs. To provide excellence in customer service that enables superior business performance for both EMA and our partners.

Scope

This policy is applicable to all direct employees working under a Contract of Employment. A summary version is posted on the EMA website for the information of all stakeholders.

NB. This policy does not concern itself directly with competitive tendering or any new business winning strategy.

Policy Statement

EMA seeks to achieve the business objective of excellence in client relations in a number of ways. We consider our total approach to client service to be a source of competitive advantage and therefore commercially sensitive information that will not be fully disclosed in the public arena.

Our business objectives and organisational values are best achieved in an environment of mutual trust and respect, where our people can each rely on one another for support and to do the right thing. EMA strives to promote a challenging yet supportive work culture that encourages personal responsibility, self discipline and opportunity. We believe that this approach to engaging our people provides the rock on which we can build a client focussed culture.

Procedure

EMA uses a number of tools and methodologies to guide in the achievement of excellent client relationships. We are happy to discuss these with clients on request.

The headlines of our approach are as follows:

We are sensitive to the general business environment and community in which our clients operate

We differentiate clients and understand their uniqueness

We listen to our clients

We inspire trust through honesty, decency and integrity, "The Elizabeth Michael Way"

We act on client and candidate feedback, responding in a timely and helpful manner, escalating where appropriate and learning from it

We build long term relationships in which our consultancy approach can add even greater value

We respect the confidentiality of our clients' business and information

We provide value for money

We deliver in the following ways:

Through our processes, which are focussed on delivering to our clients

Through the design of our business, organised to deliver results

Through our culture and values

Through our brand promise, "The Elizabeth Michael Way"

Through our peoples' skills and behaviours

Feedback

We welcome feedback from our clients on our current services and indeed where there may be new services that our clients desire. Clients are invited to share with us

their experience of our service and any suggestions as to how we may deliver to even higher standards.

Responsibility

All those persons referred to within the scope of this policy are required to adhere to its terms and conditions.

Management are responsible for ensuring that this policy is applied within their area. Any queries on the application or interpretation of this policy must be discussed with the HR Consultant prior to any action being taken.

Occasionally EMA clients have service or delivery issues that are not managed to the client's satisfaction. The EMA consultant responsible is expected to take personal accountability to clarify the precise nature of the service or delivery short fall and to discuss potential redress with the client. Where the matter is not resolved to the client's satisfaction, escalation to the MD of EMA is required within 24 hours of the client's response. At the MD's discretion the client may be asked to put their complaint in writing at this stage, if it is not already.

The HR Consultant has responsibility for ensuring the maintenance, regular review and updating of this policy. Revisions, amendments or alterations to the policy can only be implemented following consideration and approval by the Managing Director.