



**CONSIDERING OUR SIZE, COMPETENCE AND EXPERTISE,  
CUSTOMERS SHOULD HAVE HIGHER EXPECTATIONS WHEN  
CHOOSING AVK.**



**THIS IS WHY  
WE SAY...**

**Expect... **

# CUSTOMER PROMISES

Our unique selling propositions enable us to give eight important promises to our customers:

**EXPECT SOLUTIONS, NOT ONLY PRODUCTS**

**EXPECT GLOBAL LEADERSHIP AND LOCAL COMMITMENT**

**EXPECT QUALITY IN EVERY STEP**

**EXPECT PROMPT RESPONSE**

**EXPECT LASTING INNOVATIONS**

**EXPECT TOTAL SAVINGS**

**EXPECT A LONG-TERM PARTNERSHIP**

**EXPECT IT TO BE EFFECTIVE AND EASY**

“Expect... AVK” means that our customers should rightfully expect us to exceed market standards and become the preferred business partner among our industry. “Expect... AVK” means to relentlessly strive for increased customer benefits!

**Expect... AVK**



*“AVK is an international industrial group created through the efforts of dedicated people using advanced technology in products and processes to achieve the highest standards of quality products and services.*

*We believe in basic strategies such as being innovative, keeping our business simple, being close to our markets and customers and focusing on their needs”*

In doing these things well our mission is to become our customers preferred supplier for valves and fittings.

The AVK UK Customer Service Charter is a public statement of our commitment to excellence in service delivery. It tells you of the standard of service that you can expect from AVK and what you can do if you are not satisfied with the service you receive.

## **Our Aim**

The aim of this Customer Service Charter is to provide you with a market leading efficient service with a personalised approach. Our service commitments are detailed in this document in the following sub-categories:-

- Reliability
- Ease of Contact
- Respect and Courtesy
- Product and Application Support
- Measurable Performance and Transparent Review
- Proactive Feedback & Points of Contact

The customer service charter is now part of AVK UK's Expect programme which contain our eight promises detailed opposite. Our promises are a commitment to our customers to strive continually for excellence in these areas and also to employees and suppliers so that they know that they all have an integral role to play in delivering what AVK should stand for.

If you would like to know more about our Expect programme please see our website: [www.avkuk.co.uk](http://www.avkuk.co.uk)



**Expect... AVK**

## Our Commitments:

### Reliability:

1. To deliver your orders either on or (if agreed) before the date detailed on our order acknowledgements.
2. To only commit to delivery times we are confident we can achieve and not to make unrealistic promises to win your order.
3. Where there is an unforeseen abnormal event that could impact on your delivery, to always communicate this at the earliest opportunity (within 48 hours maximum of notification) to enable you to reschedule your build programme.
4. To stock a broad range of standard products to meet your immediate needs.
5. When receiving an order for a large number of units, to accommodate your needs by providing a schedule of delivery dates including a time for first and last delivery of your order.
6. To deliver consignments that are safe for you to handle with the appropriate equipment.
7. A service commitment to achieve 95% on-time delivery & in full for every order that you place with us.
8. To always only supply products that meet our agreed specifications.
9. Providing customer with the total number of quotations supplied, orders processed, lines processed, on time deliveries made against our first promise date.
10. To supply you with the total number of visits by AVK Staff along with a benefits log.



Expect... **AVK**

## Ease of Contact:

1. That we are easy to contact between the normal working hours each day and that an emergency service is available where appropriate.
2. We will respond to you in a swift, professional and respectful manner by being friendly, courteous, fair and impartial in our dealings with you and using plain easy to understand language. We will always behave with honesty and integrity and maintain the confidentiality of sensitive business information that you may need to share with us.
3. If we cannot answer your question immediately we will get back to you within an agreed timescale.
4. Provide you with a personalised internal and external contact name to service your account.
5. We will be available for regular scheduled face to face visits and conduct formal service performance reviews at a frequency to be agreed with you.
6. We will give you transparency in our processes, support, products, people and supply chain.
7. To provide a range of product information to you through our literature and website [www.avkuk.co.uk](http://www.avkuk.co.uk).
8. To be visible to you via our website for Contacts, Products, Quality, News and our routes to market.
9. We will always answer phone calls by giving you the name of the person you are talking to.
10. To make appointed calls with you swiftly when there is a need for a face to face meeting.
11. We will endeavour to fully meet your requests for E-trade when and if required.



Expect... **AVR**

## Product and Application Support:

1. We will train our front line sales and service teams to be able to answer most of your queries immediately across our range of products and services.
2. Those more complex technical queries will be passed to a competent technical representative who will return your enquiry promptly.
3. We will provide technical product and application support and presentations to the relevant people in your organisation including your Engineering, Supply Chain and Contractor partners.
4. We will provide you with an after care service relating to our administration, delivery, packaging, documentation, storage, installation and commissioning options.
5. We will provide you with the opportunity to visit our factories to witness our production and process capabilities.

## Commercial Response:

1. All enquiries and requests for quotations, where we have been provided with full technical specification, will be responded to within 48 hour, or a timetable agreed up front.
2. We will clearly provide and detail the service options available to you.
3. Against a forecast provided by you, we would aim to offer you reduced lead times for project start ups.
4. We will process all of your orders within 24 hours for standard AVK product in standard quantities and issue your order confirmation within 48 hours.
5. We will target zero order entry errors as standard.
5. If you consider there to be any administration errors on the order acknowledgements, these will be dealt with within 24 hours of notification.



Expect... **AVR**

## Measurable Performance:

We will openly maintain and report to you an honest overview of our customer performance on your account, measuring our service performance in the following areas:

- Customer on time delivery service against our service offer / first promised date
- First time response analysis
- Delivery time changes
- Quotation performance
- Customer product complaints
- Health and safety performance
- Providing customer with the total number of quotations supplied, orders processed, lines processed, on time deliveries made against our first promise date

We value your opinion and would always want to hear what you think about the quality of our service. We want to know about the things you like and dislike about us and welcome your feedback on a regular basis either through our service reviews, your meetings with our Key Account Managers and through our annual Customer Survey Questionnaire..

## Feedback:

If you have identified a breakdown in our process please feel free to contact us pro actively in which case it would be helpful if you could :-

1. Have our reference to hand when you telephone us.
2. Tell us as soon as possible if you have made a mistake, or if you think we have made a mistake.
3. Please treat our staff with courtesy and respect while we try to address your issue.

Thank you



Expect... **AVR**

## Points of Contact:

Along with myself as Managing Director, my Service Delivery Director is personally accountable within AVK UK to deliver our service promise to you. If you feel that we have not met our commitments as laid out in this document, in the first instance contact the people detailed below:-

### Water Customers:

Oliver Gambling  
UK Water Sales Manager  
T: 01604 601188  
M: 07795 438306  
E: [olga@avkuk.co.uk](mailto:olga@avkuk.co.uk)

### Gas Customers:

Liam Ross  
Customer Service and Contracts Manager  
T: 01246 479100  
M: 07519 112903  
E-mail: [lir@avkuk.co.uk](mailto:lir@avkuk.co.uk)

If you still feel that you have not received an appropriate service and response please contact:-

Martin Brody  
Service Delivery Director  
T: 01604 609108  
M: 07778 539260  
E: [mabr@avkuk.co.uk](mailto:mabr@avkuk.co.uk)

or

Paul Jennings  
Managing Director  
T: 01604 609114  
M: 07881 932562  
E: [paje@avkuk.co.uk](mailto:paje@avkuk.co.uk)



Expect... **AVR**





**AVK UK**

Northampton Office

8 Rushmills,

Northampton,

NN4 7YB,

England

Tel: +44 (0) 1604 601188

Fax: +44 (0) 1604 604818

Expect... **AVR**