

## Austrak Company Policy Customer Service

Austrak is committed to providing industry best quality products and highest levels of service for our customers.

To realise our goal of exceptional customer service we are committed to:

- Respond rapidly and effectively to customer enquiries
- Maintain clear and productive relationships with our customers that respect all legal and customer probity requirements.
- Continually seek to meet our customers' requirements for product design, product quality, timeliness of supply and mode of delivery.
- Respond rapidly and effectively to issues and concerns raised by customers, stakeholders and third parties
- Seek and act on feedback on our performance and on the quality of our service
- Continually listen to and understand our customers' requirements, perspectives and ambition to develop new and improved products, services or internal company programmes where these will benefit our customers' long term goals



**Murray Adams**  
General Manager