

## DF5005-00

# CUSTOMER SERVICE STANDARDS

## Voice Mail & E-mail

- All voice mail and e-mail is responded to the same business day.

## Acknowledgments

- Purchase order acknowledgments are e-mailed or faxed with in 24 hours of purchase order receipt.

## Schedule for All New Orders

- E-mail is sent out each Friday afternoon advising the customer of all orders lead times.
- Acceptable orders outside of the scheduled lead times are considered.
- AT10.1 orders, needed immediately, can ship the following day (emergency basis).

## Production Meetings

- Production meetings are scheduled at least two days per week. If production manager is advised of an unforeseen possible scheduled miss (e.g. failure in test, backorder order of supplies), the customer is notified immediately. Also, a rescheduled date is given at the same time.

## RMA Process

- Customer is notified as soon as possible when an RMA has arrived. RMA disposition is available to customer within 24 hrs from received.

## Shipments

- Customer is notified the next morning via e-mail when their order has shipped. The trucking company and tracking number is supplied.