

QUALITY AND CUSTOMER SERVICE

At **The Diplomat Group**, quality means service that consistently and reliably meets or exceeds our customers' expectations provided by an organization that is agile, flexible, and responsive.

We Will...

- Embed customer service as a **core ethos** in our employees.
 - **Understand** our customers' needs before committing to services.
 - Plan, resource, and monitor our services to deliver on time **value**.
 - **Engage** with our customers throughout the process.
 - Hold suppliers **accountable** to our standards of service quality.
 - Continually **scrutinize**, assess, and review the proficiency of our services.
 - Seek **feedback** from customers on our service.
 - Make **changes** when we identify shortfalls in service quality.
 - Continuously **improve**.
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“Quality Service
Is Our
Business”

The Diplomat Group provides procurement, logistics, construction, cargo and passenger charters, workforce transportation, freight forwarding, ocean services, and project management to private, NGO, and government clients around the world.

