

SERVICE QUALITY

When controlling quality, one measure matters more than any other - the degree of relief we bring our customers when they need it most.

We assess this degree of relief through the monitoring of telephone lines and satisfaction surveys. This feedback drives our constant efforts to maintain the highest quality standards and the most professional assistance network.

Our mission to earn our customers' trust has been rewarded with ISO quality certification in 11 countries; this covers the key areas of service delivery, from our efficient call handling to our strict selection of service providers and staff training. Global operations are inherently complex, so we are proud of this recognition for top quality service performance.

In our business, true quality is measured in how we provide our customers with the right information, reassurance and comfort in times of distress. This is assessed in our responsiveness and ability to deliver results anywhere in the world without imposing the complexities of customized assistance on our customers. From the moment the customer calls, we are at their side, while behind the scenes we are putting our well-honed coordination and response procedures to the test.