



GLENFIELD INVICTA CUSTOMER SERVICE CHARTER





GLENFIELD INVICTA

Glenfield Invicta, part of the AVK in the UK Group, have been proudly providing market leading valve, penstock and engineering site solutions across a wide range of water, wastewater and non-utility infrastructure projects for over 170 years.

We are committed to providing market leading customer service; to having you, our customers, front of mind at all times.

AVK IN THE UK WHO WE ARE

AVK in the UK have manufacturing sites in Corby, Chesterfield, Kilmarnock and Hyde. These are supported by sales and marketing in Chesterfield, Northampton, Hyde, Maidstone, Bognor Regis and Bridgend with distribution centres in Chesterfield, Corby, Maidstone, Kilmarnock and Bognor Regis.

The four AVK businesses in the UK (AVK, Atplas, Fusion and Glenfield Invicta) are committed to providing market-leading customer service; to having you, our customers, front of mind at all times.

All employees of our four businesses – regardless of role, department or seniority – are integral to our commitment to, and delivery of, service excellence.

The Customer Service Charter introduces our ten customer service commitments, and outlines how we will deliver on these commitments.



CUSTOMER SERVICE

WE STRIVE TO BE OUR
CUSTOMERS' PREFERRED PARTNER



A dedicated member of the **M&R** Group





OUR BRAND PROMISES

EXPECT

The Customer Service Charter is a window into our core values and our Expect brand promises.

Our Expect brand promises are a pledge to you, our customers, to continually strive for excellence in eight areas.

Each of our customer service commitments reinforces one or more of our Expect brand promises.

EXPECT SOLUTIONS, NOT JUST PRODUCTS

It takes dedicated expertise to choose the right solution so that our customers get the highest quality at the best price.

EXPECT GLOBAL LEADERSHIP AND LOCAL COMMITMENT

Customers expect a partner who can combine the product portfolio and cost efficiency of a global leader with the flexibility and adaptation of a local partner.

EXPECT QUALITY IN EVERY STEP

Quality is essential! When it comes to valves, hydrants, fittings and accessories our customers expect long-lasting solutions.

EXPECT A PROMPT RESPONSE

From the customer's perspective, our valves and fittings form partial, yet vital, parts of complex installations. Therefore, our deliveries have to be punctual and our response to our customers' queries and requests timely, accurate and supportive.

EXPECT LASTING INNOVATIONS

To stand out from the competition, it is essential that we keep offering our customers innovative solutions that can withstand the challenges of the hardest environmental conditions.

EXPECT A TOTAL SAVINGS

For many of our customers, it is important that we optimise our solutions to maximise their total savings.

EXPECT A LONG-TERM PARTNERSHIP

We build on and invest in long-term partnerships, because our customers are much more valuable than a single transaction.

EXPECT IT TO BE EFFECTIVE AND EASY

Our customers need a business partner who is easy to do business with.

OUR TEN SERVICE COMMITMENTS

COMMUNICATION

You will receive open, transparent and effective communications.

Open and transparent communication: effective and transparent communication is essential for building trust, managing expectations, and ensuring a positive customer experience.

Prompt response: we understand that our customers' time is valuable. We are committed to providing prompt responses to their enquiries.

Real-time updates: when our customers interact with us regarding orders, service requests, or issues, we will provide real-time updates on the status and progress of their requests.

Proactive communication: if there are delays, changes, or other issues affecting customer service, we will protectively notify the customer and work with them to find solutions.

FEEDBACK DRIVEN IMPROVEMENT

Your feedback is vital to our goal of continuous improvement in service delivery.

Feedback channels: we provide a variety of channels which customers can use to provide feedback, including customer surveys, our websites, and direct communications with our sales and customer service teams.

Continuous improvement cycle: we have established a cycle of continuous improvement. Customer feedback plays a pivotal role in shaping our strategies for enhancing product quality, service delivery, and overall customer experience.



CUSTOMER CENTRIC FOCUS

We will work closely with you to understand your requirements and provide you with solutions tailored to your specific needs.

Understanding customers' needs: we actively seek to understand our customers' needs, challenges, and objectives. Their unique requirements guide our product selection and service delivery.

Personalised interactions: our interactions are personalised to meet each customer's specific needs; one size does not fit all. We tailor our support and solutions to each customer's requirements.

Exceptional customer support: our customer support teams are the primary point of contact for customers with service needs. The teams are here to assist customers whenever they need help. They are knowledgeable, responsive, and dedicated to resolving service issues and providing guidance.

Long-term relationships: we are not just focused on individual transactions but on building long-term, mutually beneficial relationships with our customers.

TIMELY DELIVERIES

You will be able to rely on us to do everything we can to ensure you receive the products you need at the right time.

Commitment to timely deliveries: we are committed to delivering on order time, ensuring that projects and operations run smoothly.

Delivery lead times: we clearly communicate anticipated lead times for all orders, allowing customers to plan accordingly and ensure that their needs are met.

Customised delivery options: we offer a range of delivery options to accommodate customers' needs, from standard shipping to expedited delivery services, allowing the customer to choose the option that best suits their timeline.

Flexibility of storage: we recognise that delays on large sites are sometimes unavoidable, and with our extensive warehousing facilities, we provide customers the assurance of storing their goods in a clean, dry environment until their site is ready to accept delivery of their valves.

PRODUCTS

We will work closely with you to understand your requirements and provide you with solutions tailored to your specific needs.

Understanding customers' needs: we actively seek to understand our customers' needs, challenges, and objectives. Their unique requirements guide our product selection and service delivery.

Accessibility to product information: customers have access to comprehensive product information through our people, product catalogues, documentation, social media and our website. Our goal is to empower customers with the knowledge they need to make informed decisions.

Innovation: we are committed to continuous product innovation to improve our products and to ensure they meet the needs of our customers. Our mission is to provide our customers with cutting-edge solutions that meet their evolving needs and exceed their expectations.

Collaboration with customers: we actively collaborate with our customers, inviting them to be part of the product development process. We value their insights, suggestions, and feedback, which play a crucial role in shaping our innovative solutions.





DATA PRIVACY & SECURITY

Your data will remain private and secure, always.

Commitment to data privacy and security: we take data privacy and security seriously. We are committed to safeguarding our customers' personal and sensitive information at all times.

Compliance with data privacy laws: we commit to full compliance with all relevant data privacy laws and regulations that govern the collection, storage, and use of customer data.

TECHNICAL SUPPORT

You will be able to consult with our technical support team to assist you with installation, maintenance, and troubleshooting.

Single source solution: Our aim is to provide customers with a single source solution covering the critical stages of the complete project from design, consultancy through to installation and commissioning.

Commitment to technical support: we are committed to providing comprehensive technical support to ensure our customers maximise the value and performance of our products and services.

Expert support team: we have a dedicated team of locally-based technical experts who are well-versed in our products and services. They are available to provide guidance and assistance whenever our customers need it.

Maintenance guidance: our team is able to provide guidance on the relevant maintenance procedures to help our customers ensure our products operate at their best throughout their operational life.

Comprehensive documentation: we provide comprehensive product documentation, user manuals, guides, and training materials to empower our customers with the knowledge needed to effectively use and maintain our products.

Training and education: we offer training and educational resources to help our customers become proficient in the use and maintenance of our products, ensuring they get the most out of their investment.

ENVIRONMENTAL RESPONSIBILITY

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QUALITY ASSURANCE

You can depend on the quality and reliability of the products and services we offer. If you should have an issue, we will work with you to resolve it to your satisfaction.

Commitment to quality: we stand behind the quality and reliability of the products and services we offer. In the event of any issues, we facilitate returns, initiate technical evaluation and provide customer feedback, product replacements, or repairs in line with our warranty policies.

Rigorous quality standards: our products are manufactured to meet or exceed industry standards and regulations. We have stringent quality control processes in place to ensure our products consistently meet these standards.

Quality testing and inspection: we conduct thorough testing and inspection of our products at various stages of production ensuring we comply to relevant industry standards.

Product certification: many of our products carry industry certifications to demonstrate their quality and adherence to industry standards.

Ethical sourcing: our commitment to quality extends to the sourcing of materials and components for our products. We ensure that our supply chain adheres to ethical and responsible practices.

- We measure our service performance in the following areas:**
- Environmental and sustainability
 - Business analytics
 - Customer engagement & support
 - Site solutions
 - Credit & overdue status
 - Complaints

PERFORMANCE MEASURE	MARKET SEGMENTS				
	Reservoirs	Hydropower	Clean Water	Waste Water	Non Utility Infrastructure
Environmental Impact & Contribution					
Environmental Impact & Contribution	✓	✓	✓	✓	✓
Business Analytics					
Number of Quotations Raised	✓	✓	✓	✓	✓
Value of Quotations Raised	✓	✓	✓	✓	✓
Number of Orders Recieved	✓	✓	✓	✓	✓
Value of Orders Recieved	✓	✓	✓	✓	✓
Customer Engagement & Support					
Engineering Support	✓	✓	✓	✓	✓
Number of Visits to Site	✓	✓	✓	✓	✓
Number of Visits to Headquarters	✓	✓	✓	✓	✓
Lunch and Learns	✓	✓	✓	✓	✓
Training and Events	✓	✓	✓	✓	✓
Complaints					
Number of Customer Complaints	✓	✓	✓	✓	✓

POINT OF CONTACT

If you have any questions regarding the Customer Service Charter then please contact the relevant customer service department via the details listed below:

AVK UK Limited

T: 01622 623881

E: maria.gentle@glenfieldinvicta.co.uk

Kilmarnock
Queens Drive
Kilmarnock, Ayrshire
KA1 3XB
Scotland

Maidstone
Units 9-12, Boxmend
Parkwood Industrial
Estate
Maidstone, Kent
ME15 9YG
England

www.glenfieldinvicta.co.uk



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Expect... **AVR**