

Marubeni Komatsu Limited (MKL)

1. Mission Statement

To optimise and drive efficiency, customer service and quality enabling MKL to be the best in the industry for customer experience. MKL will deliver an industry leading customer experience and service through continuous improvement of processes, product, and service provision to respond to customer needs.

2. Senior Leadership

Senior managers are responsible for ensuring that consistently high-quality service is delivered to customers and that the quality management system is suitable for ensuring that delivery. Support will be given by the appointment of management responsible for Quality and the provision of local resources to deliver quality control and continuous improvement.

3. Framework for Objective-Setting

Objectives will be set on an annual basis for the business by senior managers, based on central guidance and targets defined by the Senior Executive Team. Objectives and targets will consider customer feedback to drive continuous improvement.

This will be cascaded to regional senior managers and individually to relevant team members across the business using the group performance management framework. Responsibility will be recorded in the performance management system and individual KPI's will be tracked. Objectives will be reviewed by appropriate managers at all levels.

4. Monitoring and Measurement

Performance will be measured using internal indicators and customer service metrics to define the business' performance in meeting the requirements to deliver a quality service to customers.

External measurements will include the Net Promoter Score measurement for the business and ongoing monitoring of positive and negative customer feedback. Performance against targets will be reviewed monthly by appropriate managers and actions to improve performance will be tracked and reported.

5. Complaints Procedure

Complaints for non-conforming products will be communicated to:

Stage 1: Business unit managers

Stage 2: Product support managers

Stage 3: Product support Director/Sales Director.

In line with internal process-escalation procedure.

6. Communication of this Policy

This policy will be communicated externally on the MKL websites.

Internally, this policy will be communicated by the company intranet and departmental managers, as appropriate to the business function.

7. Policy Review

This policy will be reviewed periodically as required linked to non-conformance complaints monitoring, or annually-with managers responsible for Quality. Amendments will be proposed as required or as part of the annual Management Review.

Signed:



Brian Graham
Managing Director
Marubeni-Komatsu Limited