

Providing Positive Service Achieving Customer Satisfaction

JF Nott Limited is a professional manufacturer and supplier of quality office furniture products, who are committed to setting and maintaining high standards and providing positive service through investment in people, training, processes, equipment and technology.

Courtesy

All JF Nott employees will exhibit customer friendly service skills at all times. They will be knowledgeable, professional and courteous in their dealings with, and understanding the needs of our customers.

Confidentiality

Each customer and any information pertaining to the customer is kept strictly confidential and information held will not be disclosed or supplied in any form to any third party.

Communication

JF Nott can be reached by e-mail, telephone, fax and post. All correspondence will be responded to in a clear, concise and timely manner.

Our aim is that all correspondence, from date of receipt, will receive a response within 5 business days; more complicated issues will receive an acknowledgement within the response time, and continuous updates on the progress of the case until a resolution can be achieved.

Sales Orders will receive a confirmation of receipt within 8 working hours, and further confirmation in writing of the actual delivery date.

Consistency

As part of our commitment to upholding professional standards, JF Nott implemented the ISO 9001:2000 Quality Management Standard and has held this accreditation for more than five years.

We constantly review policies to ensure that its application of accreditation guidelines is consistent.

Support

JF Nott regards our Customers (as well as other professional bodies and Institutes) as our partners in raising and maintaining standards in the many aspects of manufacturing.

We welcome input from our partners to ensure that JF Nott continues to meet the changing needs of the office furniture environment.

Bureaucracy

Wherever possible, and without compromising our professional standards, JF Nott strives to reduce the burden of unnecessary procedures or paperwork, and encourages electronic communication.

Complaints

JF Nott seeks fair, just and prompt solutions to any complaints and appeals. All such issues should be directed to the Customer Services Manager in the first instance, where they will be acknowledged and directed to the appropriate person for action.

An appeal process to the Board of Directors is in place for any disputes.

Information

JF Nott aims to provide professional, clear and concise pricing, literature and brochures. All detail concerning JF Nott, its products and services should be of a factual nature.

The content of all published information is checked very thoroughly to ensure our customers receive accurate information.

Consultation and Feedback

Consultation is an important part of meeting our company objectives. JF Nott, in line with its ISO accreditation conducts regular surveys of the needs and perceptions of its customers, using the feedback to enhance its service.

Provision for giving feedback is also included in our website.