



**WELCOME**

# 7 CUSTOMER COMMITMENTS



**A WARM  
VOLVO WELCOME**



**MATCH  
CUSTOMER NEEDS**



**CLEAR  
AGREEMENT**



**OPEN  
DIALOGUE**



**RIGHT  
FIRST TIME**



**FIRST CLASS  
DELIVERY**



**EASILY  
ACCESSIBLE**





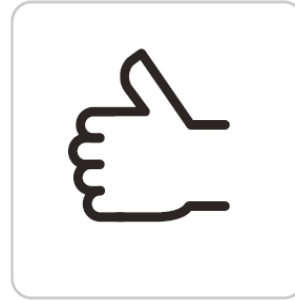
## A WARM VOLVO WELCOME

We commit to always meeting our customers in a polite and professional manner

### How do we live this commitment?

- We treat all customers with respect and in a polite manner, and make sure that every customer is recognized when in contact with us.
- We listen attentively to the customer and take appropriate actions with a sense of urgency.
- We take responsibility to guide the customer to the right person and right place.
- We make sure that all facilities are clean and safe. Safety comes first in everything we do. We have a vision for zero accidents with our products and in our workplaces.





## **MATCH CUSTOMERS NEEDS**

**We strive to understand our customers' total business and offer the best solutions**

### **How do we live this commitment?**

- We are proactive and prepared when meeting customers – e.g. by being well trained, well informed on previous communications and the customer's current business situation.
- We deliver on customer needs, i.e. we listen, understand and verify their requirements.
- We make sure we cover the entire ownership cycle by having excellent knowledge on the total offer, providing the right support at the right time. We want to offer the best return on investment according to what the customer needs.



## CLEAR AGREEMENT

We value clarity and commit to reaching a clear agreement on what to deliver

### How do we live this commitment?

- We provide clear information and accurate quotations.
- We confirm facts before promising delivery date and price.
- We make sure that all parties involved have a common understanding and a clear agreement on the terms and conditions of the transaction.
- We commit to clearly communicate any changes along the way.





## **OPEN DIALOGUE**

**We are transparent. If circumstances change, we work with the customer to reach a new agreement.**

### **How do we live this commitment?**

- If any deviation from the agreement should appear, we will contact the customer, look for a solution or alternatives and agree and document how to proceed in a timely manner.
- We always inform our colleagues if the changes will affect them somewhere in the process.
- We seek to build a trustworthy relationship with the customer by being clear and transparent.



## RIGHT FIRST TIME

We take responsibility for delivering the right product or services on time

### How do we live this commitment?

- We always listen to the customer to fully understand their requirements.
- We ensure that our staff has the right competences on processes and tools.
- We are committed to deliver products and services according to agreement. Right first time. If this is not fulfilled, we take full responsibility to improve the process.
- We make sure that the detailed invoice is right the first time, within an acceptable time frame.





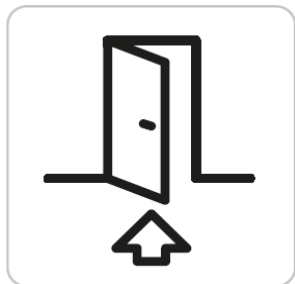
## FIRST CLASS DELIVERY

We promise first class hand over of our products and services

### How do we live this commitment?

- We plan the hand over of the vehicle and agreed services and make sure that all concerned parties have the required information.
- We ensure that we secure customer acceptance on the delivery.
- We provide the customer with specific details about the service or repair carried out when handing over the vehicle/invoice.
- We notify the customer of the next scheduled service visit and confirm the work that will be carried out.
- We follow up the hand over of all our products and services with the customer.





## EASILY ACCESSIBLE

We commit to always being easily accessible and available to the customers when support is needed

### How do we live this commitment?

- We ensure that we answer the phone and emails in a timely manner.
- We ensure that the website content is up to date and covers all important contact information.
- We make sure that road signs are clearly visible to assist visitors to find our locations, identify departments, parking area, etc.
- We handle customer requests promptly and efficiently with a commitment of ownership.
- We use our established process for complaint handling and welcome constructive feedback for improvements.

