

CAIRA Excellence Charter

Within CAIRA Consulting our management philosophy is one of continuous improvement of our services with the aims of total customer satisfaction, optimum use of resources and better worker satisfaction, leading to more reliable and innovative services.

Our approach

As a Partner/Consultant of CAIRA Consulting we will:

- aim to meet your expectations and then exceed them
- agree with you a plan and a budget for each work assignment you place with us
- monitor progress, so that we can discuss and agree with you any departure from our plan and/or budget as soon as possible
- access for you the expertise of other CAIRA Consulting Partners, where this is needed
- at the end of each assignment ask formally for your comments, suggestions and satisfaction

Communication

To ensure that you receive an efficient level of service from us, we will:

- respond to any telephone call from you within one working day and reply to your correspondence (whether received by post, fax or e-mail) within three working days of receipt
- handle all your enquiries courteously and confidently
- see to it that you have direct access during working hours to the member of our staff managing your work assignment
- communicate with you in a clear and concise manner
- respect your need for confidentiality

Adding value

To ensure that we provide you with added value, we will:

- keep you informed about the progress of your work assignment
- discuss with you, where appropriate, new ideas for your business

Quality assurance

Because we believe quality service matters, we will:

- review your work assignment before it is completed so that we can make sure that we have done all that we said we would do
- on completing your work assignment, review our performance and carry out an appraisal of the member of our staff who has been working with you

Cost effective service

As a Partner/Consultant of CAIRA Consulting, we will:

- provide you with a value for money, cost effective and efficient service

