

The ultimate aim of Facilities Call Center (FCC) is to provide the best interface between Facilities and General Services Department and the customer ensuring all customer needs and requests are managed in a professional and timely manner and in compliance with pre-set quality standards of the Facilities and General Services Department .

This will be done by delivering high-quality services within a performance-driven culture, in accordance with international standard ISO 18295-1 Requirements for customer contact centers, ensuring customer satisfaction at all times.

In pursuit of this aim, we shall ensure the following:

1. Meet and exceed customers' and interested parties needs and expectations
2. To be fair, responsive and courteous in the delivery of quality services.
3. Setting high standards, with clear targets, expectations and performance metrics.
4. To specify, within resources, what we will provide and to inform the end-user what they can expect to receive
5. To get things right first time
6. To enable the end-user to tell us when we fail
7. To respond effectively to end-user complaints and use their feedback to secure continuous improvement
8. Our staff will display or carry some form of identification appropriate for their role and workplace
9. The recruitment and retention of competent, motivated employees that are constantly given sufficient training and development support to ensure competency for their area of work, with the application of appropriate reward systems to promote a performance driven culture.
10. The use of high-quality service providers and systems, which are selected and monitored to maintain our service excellence delivery.
11. Ongoing review and continual improvement throughout the FCC
12. Compliance with all applicable laws, regulations, SLAs and standards wherever we operate, as per the Code of Conduct.
13. Protection of personal information and Data and ensuring confidentiality and privacy

Our Policy will be clearly communicated, understood and applied within our FCC as well as being available to other relevant interested parties as applicable.



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Section Head of Facilities Call Center

June 2020