



Sales And Marketing Department Service Charter

OUR VISION

Our Vision is to be globally competitive in production and marketing of sugar and other products.

OUR MISSION

Our Mission is to efficiently, innovatively and sustainably produce and market sugar and other products in a clean and safe environment to the satisfaction of all stakeholders.

MANDATE

Our mandate is:

- * To manufacture sugar and co-products from sugarcane.
- * To establish and manage sugarcane plantations and assist others to do so.

CORE VALUES

- *Customer focus
- *Integrity
- *Professionalism
- *Innovation and creativity
- *Teamwork and mutual respect
- *Commitment and hard work

THE CUSTOMERS/STAKEHOLDERS

Farmers, Shareholders, Cane transporters, Buyers of company products, Suppliers, Local community, Government, Investors, Research Organisations, Research Institutions, Outgrowers institutions, Trade Unions, Federation of Kenya Employers, Statutory bodies, Financial Institutions, Kenya Sugar Board, Media, Employees.

CUSTOMERS' RIGHTS

- * Right to quality products.
- * Right to be treated with respect and courtesy.
- * Right to demand and confirm the identification of NSC staff serving them.
- * Right to record any complaints against the company or its agents/ employees

OUR OBLIGATIONS

To customers

- * Professionalism in service delivery.
- * Provision of timely services.

- * Observance of quality standards in service delivery.
 - * Prompt response to inquiries and requests.
 - * Fair treatment.
 - * Transparency in interaction with customers/ clients.
- in connection with the services offered by NSC.

To company employees

- * Mutual respect and team spirit
- * Courtesy and understanding
- * Honesty and commitment
- * Providing work related information promptly

SALES AND MARKETING DEPARTMENT RANGE OF SERVICES

	SERVICE	CLIENT OBLIGATION	COST	TIME
1.	Competitive selling of sugar and Molasses	Avoid activities compromising service delivery Timely placement of orders Prompt payment of products Collection of products	Free	55 min
2.	Handling customer complaints/Inquiries	Register complaint clearly Follow up on resolution Complain and feedback Sign complaints register Active listening	Free	48hrs
3.	Recruitment of new Sugar distributors	Buy and apply following the terms and conditions in the tender documents	Stipulated Fee	Within stipulated time frame

REVIEW OF THE CHARTER

The Company will initiate the review of this service charter when need arises.

All issues concerning the service charter should be addressed to;

The Managing Director
Nzoia Sugar Company Limited
P.O Box 285 - 50200 Bungoma, Kenya.
Tel: 055-30500, 020 35557862-5
Mobile: 0727 477777, 0735800500
Fax: 055-30001

CALL SALES AND MARKETING DPT ON EXT: 477/ 350

Email: md@nzoiasugar.com Website:

www.nzoiasugar.com

Facebook: Nzoia Sugar Ltd. Page

Twitter: @NzoiaOfficial