

<b>OFA</b> <b>BMS STRATEGY</b> The Management System 601 – Operations Support	<b>OPERATIONS SUPPORT</b> S601-2000 Customer Management Policy	Page: 1 of 1 Issue: 1.0 Policy No: S601-2000 Date: Apr 2020
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	<b>CUSTOMER MANAGEMENT POLICY</b>
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**Our Commitment:**

We will ensure OFA customers receive the best customer service, are evaluated, managed and controlled, maximising working capital usage to OFA and minimise our exposure to credit risk.

**Our Strategy:**

- Have proper assessment and vetting processes in place before we accept new customers for OFA and apply appropriate credit levels / terms.
- Closely monitor and review the level of activity of our customers on a regular basis through sound management review, managing key financial / service improvement drivers, altering business strategies as appropriate.
- Implement appropriate internal controls to manage, monitor and review customer activity and accounts receivables.
- Foster close working relationships with our Customers to maximise relationship opportunities and also ensure any potential disputes and service improvement opportunities are resolved professionally, amicably and efficiently to the appropriate level required.
- Undertake regular “Client Visits” to keep in close contact with key customers, gathering appropriate feedback to ensure we have key measures on customer satisfaction and perceptions of OFA from our key customers and other relevant stakeholders.
- Have robust and appropriate customer management processes in place to demonstrate how we link our policy to relevant supporting processes in our BMS.
- Provide appropriate training to support staff on practices to follow in relation to customer management and communication, being proactive with any service improvement opportunities identified.
- Ensure detailed process maps, work instructions and supporting forms are available for all employees to review through the BMS for prescriptive steps to follow, supporting the general policy issues.



**Chris Comley**  
**Director**  
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