



Service Charter

GE Equipment Services recognize that the successful performance of any service is a function of the right equipment and operational expertise, together with sound order and fulfilment processes.

We also understand that being able to feel that you receive a good service is important and so is putting your level of service into context with that received by the rest of our customers.

As a result, we have developed our Service Charter. This focuses on the service elements that our customers have told us are most important to them. We undertake to measure and provide up to date statistics on these critical elements.

Delivery Performance

Actual Delivery Time v Customer Agreed Delivery Time

Collection Performance

Actual Collection Time v Customer Notified Collection Time

Breakdown Performance

Time to Respond to Breakdown from Time of Notification by Customer

Total Equipment Downtime – Time of Notification to Satisfactory Repair

Billing Accuracy

Number of Invoice Queries and Causes

Query Resolution

Time to Resolve Invoice Queries from Notification by Customer

These KPIs are measured on a company wide basis. If you feel that our performance in any of these areas is not at a satisfactory level for your business please contact your local sales representative or depot manager to discuss your concerns.

If you cannot get the issue resolved to your satisfaction, please contact our Customer Quality Manager on **0870 242 7137**.





Integrity Charter

GE Equipment Services recognize that the development of a successful working relationship is based on consistently high performance levels, excellent post-sales support and absolute honesty at all times.

As a result, we have developed our Integrity Charter. This document focuses on the less tangible elements of service that our customers have told us are most important to them.

Proactive & Timely Communication

We will commit to ensuring that wherever possible we will tell you about an identified problem before you have to tell us.

Where you do have to communicate a problem, we will commit that you will only need to make that first call. We will then investigate and come back to you with our findings.

We promise that you will not need to make several calls to have a simple issue resolved.

Recharges & Losses

We will commit to ensuring that wherever you operate in the UK, you will be charged the same cost for the same repair.

We will commit to ensuring only replacement cost, plus a small administration percentage, will be levied for equipment losses.

We will commit to full disclosure of supplier invoices and how the recharge was calculated, should this be required.

Equipment Quality

We will commit to ensuring that equipment ordered by you will arrive in a condition you would expect from a service provider which is acknowledged to have one of the youngest fleets in the industry.

We will endeavour to ensure that no item of equipment will be more than 4 years old. Normally, you can expect a piece of equipment with an average age of around 2 years.

By setting out and adhering to these standards, GE Equipment Services believe that we can offer the most consistently good level of service quality that our customers can rely on every day.

