

CUSTOMER SERVICE PLAN

Vision

Professionalism, quality, value, innovation.

Who are our customers?

Government departments and agencies seeking allocation mechanisms for state-owned assets.

Corporations seeking market-based mechanisms to efficiently clear bottle necks in a supply chain that they administer.

Entrepreneurs seeking to develop markets using online trading /auctioning technology.

Our Customer's Needs

- Gauging customer needs

Tradeslot works closely with the client at the beginning of a new project to align the client's needs and business requirements with the technology development specification. This iterative project design process allows for the client input to be imbedded into the solution development.

Tradeslot will adapt to the client's preferred communications methods, be they face-to-face meetings or via on-line media.

- Customer Feedback

Tradeslot seeks to provide clients with both formal and informal feedback mechanisms.

Tradeslot seeks to develop client relationships where both Tradeslot and the client feel comfortable to initiate contact at any time within the project delivery period.

Tradeslot initiates regular contact points with clients throughout project design and delivery, whereby informal feedback is harvested.

Tradeslot builds formal feedback mechanisms into each project phase. Tradeslot's preferred project management methodology SCRUM allows for regular scheduled client feedback and testing opportunities.

Monitoring own performance

The lynchpin of Tradeslot's self-monitoring is to track project progress against the detailed project plan. This is the responsibility of the Project Manager.

This plan is created at the project start and approved by the client to meet project objectives to a high quality in an efficient manner. It is flexible, according to client needs.

Outlined in the plan are all project aspects including development, testing, client liaison and training. The plan consists of resource allocation within each milestone.

Internally, development is tracked in line with SCRUM methodology, which has short development cycles allowing any barriers or delays to be identified early and addressed effectively.

This approach allows Tradeslot to a) address barriers or delays quickly and b) provide the client with maximum notice of any barriers or delays.

- Budget tracking

Tradeslot's primary resource input is time – so the tracking of project development timelines is fundamental to budget tracking.

- Response times

Tradeslot's response times are outlined in their negotiated Service Level Agreement. Where possible, Tradeslot aims to respond to clients as soon as possible - often, on the spot.

- Quality assurance

Tradeslot seeks to agree on quality expectations with the client at the beginning of the project and to agree on any specific quality standards or assurance measures in the contract. Should additional quality requirements arise, Tradeslot is happy to discuss and negotiate these with the client.

Should the client be unhappy with the quality that Tradeslot has delivered or suspect that agreed levels of Quality Assurance have not been met, Tradeslot encourages the client to raise these concerns for discussion. Tradeslot will do what it can, within good reason, to rectify the matter.

Tradeslot have developed a series of action plans to supplement each of our environmental policy objectives. These can be found on the company intranet.

Tradeslot will periodically review performance and publish these results on the company intranet.