THE CML CUSTOMER CERTIFICATION PROMISE

cml Ex
certification management limited

The CML Customer Promise for Product Approvals

Experience has shown that us that our clients generally want three things, certificates and reports on time, technical diligence and value for money. When any one of these is not delivered it affects the other.
In order to deliver these, we strive to be, Responsive, competent, credible and innovative in everything we do. From responding to emails quickly, quoting accurately and speedily, maintain the right technical mix and number of staff, routinely monitoring project performance in terms of delivery times and coming up with novel solutions to project sticking points wither it is assisting with technical support for non-compliant products or being pragmatic about the red tape and not chasing the client for every penny.

OUR PROMISE TO YOU IS

1. **No compromise on safety.**
   Explosion safety is our priority. We will never do anything to undermine this.

2. **On time delivery of your product approval project.**
   We will provide you with a realistic delivery date.

3. **Approachable and Responsive**
   From responding to enquiries within 1 day, quoting within 3 days and providing weekly project updates and direct access to your project team we are committed to helping you

4. **Inherent compliance support.**
   Throughout your project we will work with you to prevent and solve problems should they arise for no extra charge within reason.

5. **Protecting your information.**
   We will treat all your confidential information with no less care than we treat our own.

6. **Feedback matters.**
   Good or bad your feedback is always recorded, considered and acted upon.

7. **Value for money.**
   We are a keenly commercial organization that routinely does the right thing for our clients

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Responsive • Competent • Credible • Innovative

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