



QUALITY AND CUSTOMER SERVICE

DFS provides logistics, passenger charter, workforce transportation, freight, construction and project management services to private and government clients around the world.

At DFS, quality means service that consistently and reliably meets or exceeds our customer's needs provided by an organization that is agile, flexible and responsive.

Customer service quality standards guide our operations and drive our business success. Through operational excellence and by striving relentlessly to match our service to customer needs, we aim to be the long term partner of choice.



**QUALITY SERVICE
– IT'S OUR BUSINESS**



WE WILL...

- Embed customer service as a core ethos in our employees.
- Understand our customers' needs before committing to delivery.
- Plan, resource and monitor our services to deliver on time value.
- Engage with our customers throughout our service delivery.
- Hold our suppliers accountable to our standards of service quality.
- Continually monitor, assess and review the quality of our services.
- Seek feedback from customers on our service quality.
- Make changes when we identify shortfalls in service quality.
- Strive for continuous improvement.

John Rodenhouse, CEO
The Diplomat Group

Dean Bromiley, President
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