QUALITY AND CUSTOMER SERVICE

At The Diplomat Group, quality means service that consistently and reliably meets or exceeds our customers’ expectations provided by an organization that is agile, flexible, and responsive.

We Will...

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

“Quality Service Is Our Business”

The Diplomat Group provides procurement, logistics, construction, cargo and passenger charters, workforce transportation, freight forwarding, ocean services, and project management to private, NGO, and government clients around the world.

The Diplomat Group