

INTERNAL SERVICE DELIVERY CHARTER BUSINESS DEVELOPMENT DIVISION

Activity	Response time
Internal (Our Staff)	
Letters for signature by the Business Development Director	Will be signed and returned within three (3) days.
Approval by the Director	Will be signed within two (2) working days unless there is a query that needs to be discussed.
Emails and enquiries	Emails will be responded to within four (4) days.
Workflowgen authorizations	Should reach the Director's inbox two (2) working Days prior to required action and will be approved within two (2) working days. Urgent requests will be approved the same day received.
SAP authorizations	Will be acted upon within two (2) working days.
Matters escalated to the Director for way forward, advice and or action	Way forward, advice or action will be given within four (4) days.
External correspondence delegated for action	Response to be provided within two (2) working days. Copies of original to be made and retained at the Director's office.
Telephone	Will be answered by the 3 rd ring. Missed calls will be returned.
Complaints	Will be acknowledged and responded to within five (5) days.
External (Our Visitors)	
Correspondence	Response or action taken will be communicated to the sender within three (3) days. If to be delegated to a Departmental Manager, the sender will be informed and provided with contact details for follow up.
Telephone	Answered by the 3 rd ring. Missed calls will be returned.
Queries	Acknowledgement and / or feedback will be provided the same day.
Appointment requests	Will be vetted and given the next available slot. If to be delegated, this will be notified and transferred to the relevant Departmental Manager.
Complaints	Responded to within five (5) working days and corrective action taken and communicated within 14 working days.
Training Proposals	Will be received, vetted and transmitted to Human Resource Director within five (5) days. Feedback on the action taken to be communicated to the proposer within five (5) days.

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

For any enquiries, concerns or comments, please use any of the following options:

Email: sla@kengen.co.ke || Tel: 0711036145 / 0732116145 / 0203666145