

Printflow Customer Service Charter – Kalanga

(Our Commitment To You)

Chata Yebasa Yevatengesesi – Printflow (Kuzvipira Kwedu Kwamuri)

Kuprintflow, Tinovimbisa Kupa Basa Rakakwana Lekuvuselela Vatengi Vedu Vose. Chinangwa Chedu Ngochokuti Muve Neruzivo Ruri Nyore, Rwakarurama, Ruri Kugutsa Pamwe Ledu.

Zvikosha Zvedu (S.i.t.t.c.i)

- **Kusimudzira (Sustainability):** Kutungamirira Bhizinesi Redu Nenzira Inochengetedza Hupfumi, Magariro Pamwe Lenharaunda, Tichisimudzira Kutenga Kwezvinhu Zvine Hushamwari Pamwe Nekugadzira Zvinhu Zvinodzivirira Kusvibiswa.
- **Kuvimbika (Integrity):** Kutungamirira Bhizinesi Nenzira Yakatendeka, Yakarurama, Yakatendeseka, Pamwe Nekusimudzira Kuvimba Pakati Pevatengi Nevashandi.
- **Kujeka (Transparency):** Kupa Ruzivo Rwakazara Kune Varidzi Vemakambani Nevamwe Vanobatana Navo Kuitira Kubatana Pamwe Kutora Sarudzo Pamwe Chete.
- **Kushandira Pamwe (Teamwork):** Kushanda Sechikwata Chimwe Chete, Tichiridza Pachena Mukutaurirana, Kutora Sarudzo Pamwe Kuita Mabasa Kuti Tizadzise Zvinangwa Zvebhizinesi.
- **Kubatsirana (Collaboration):** Tinovavarira Kushanda Pamwe Chete, Tichiridza Pachena Mukutaurirana, Kutora Sarudzo Pamwe Kuita Mabasa Kuti Tizadzise Zvinangwa Zvebhizinesi.
- **Kugadzira Zvinhu Zvitsva (Innovation):** Kuva Nepfungwa Itsva Nguva Dzose Mukuvandudza Zvigadzirwa, Mabasa Pamwe Maitiro Edu.

Mitemo Yebasa

1. Kutaurirana

- **Nguva Yekupindura:** Tinovavarira Kupindura Mibvunzo Yose Mukati Me24 Awa.
- **Kuwanikwa:** Chikwata Chedu Chebasa Chiripo Kubva Muvhuro Kusvika Chishanu, 8:30 Mangwanani Kusvika 4:30 Masikati.

2. Kuzadzisa Maodha

- **Kururama:** Tinovimbisa Kuti Maodha Ose Anoitwa Zvakarurama Maererano Nezvakatemwa.
- **Nguva:** Tinovimbisa Kuendesa Zvinhu Pamberi Kana Pazuva Rakabvumiranwa.

3. Kuongorora Hunhu

- **Kuongorora:** Zvose Zvinodhindwa Zvinoongororwa Zvakasimba Pamberi Pekuendeswa.
- **Mhinduro:** Tinogamuchira Mhinduro Dzenyu, Tichashandisa Kuenderera Mberi Nekuvandudza Basa Redu.

4. Rubatsiro

- **Kubatsira:** Chikwata Chedu Chiripo Kukubatsirai Pamibvunzo Kana Matambudziko Chero Nguva Mukuita Maodha.

Kodzera Dzematengi

- **Kodzera Yeruzivo:** Munekodzera Yekugamuchira Ruzivo Rwakajeka, Rwakarurama Pamusoro Pezigadzirwa Nemabasa Edu.
- **Kodzera Yebasa:** Munekodzera Yekutarisira Basa Rakakwana Pamwe Zvigadzirwa Zvemhando Yepamusoro.
- **Kodzera Yekupa Mhinduro:** Munekodzera Yekupa Mhinduro Pamwe Mazano Ekuvandudza Basa Redu.

Zvisungo Zvemutengi

- **Kutaurirana Kwakajeka:** Ndapota Ipai Ruzivo Rwakajeka, Rwakarurama Pakuita Maodha.
- **Mhinduro Nenguva:** Mhinduro Yenyu Nenguva Inotibatsira Kukushandirai Zviri Nani.
- **Kuremekedzana:** Tinokurudzira Kutaurirana Kwakaremekedzana Kuti Tigadzire Hukama Hwakanaka.

Maitiro Ekutibata

Kuti Mubvunze Kana Kuwana Rubatsiro, Tibate Kuburikidza Ne:

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