

PRINTFLOW CUSTOMER SERVICE CHARTER – Nda

(Our Commitment to You)

CHATA YEBASA YEVATENGESI – PRINTFLOW

(Kuzvipira kwedu kwamuri)

KuPrintflow, tinovimbisa kupa basa rakakwana uye rubatsiro kune vatengi vedu vose. Chinangwa chedu ndechekuona kuti ruzivo rwenyu nesu runenge rwuri rwakachena, rwakarongeka uye runogutsa.

Zvikosha Zvedu (S.I.T.T.C.I)

- **Kusimudzira (Sustainability):** Kutungamirira bhizinesi redu nenzira inochengetedza hupfumi, magariro uye nharaunda, tichisimudzira kutenga kwezvinhu zvine hushamwari kuvanhu pamwe nekugadzira zvinhu zvinodzivirira kusvibiswa.
- **Kuvimbika (Integrity):** Kutungamirira bhizinesi nenzira yakatendeseka, yakatendeka uye yakarurama, pamwe nekusimudzira kuvimba pakati pevatenzi nevashandi.
- **Kujeka (Transparency):** Kupa ruzivo rwakazara kune varidzi vemakambani nevamwe vanobatana navo kuitira kubatana uye kutora sarudzo pamwe chete.
- **Kushandira pamwe (Teamwork):** Kushanda sechikwata chimwe chete, tichiratidza pachena mukutaurirana, kutora sarudzo uye kuita mabasa kuti tizadzise zvinangwa zvebhizinesi.
- **Kubatsirana (Collaboration):** Tinovavarira kushanda pamwe chete, tichiratidza pachena mukutaurirana, kutora sarudzo uye kuita mabasa kuti tizadzise zvinangwa zvebhizinesi.
- **Kugadzira zvinhu zvitsva (Innovation):** Kuva nepfungwa itsva nguva dzose mukuvandudza zvigadzirwa, mabasa uye maitiro edu.

Mitemo Yebasa

1. Kutaurirana

- **Nguva yekupindura:** Tinovavarira kupindura mibvunzo yose mukati me24 awa.
- **Kuwanikwa:** Chikwata chedu chebasa chiri kuwanikwa 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 uye tichashandisa kuenderera mberi nekuvandudza basa redu.

4. Rubatsiro

- **Kubatsira:** Chikwata chedu chiripo kukubatsira pamibvunzo kana matambudziko chero nguva mukuaita maodha.

Kodzera dzeMutengi

- **Kodzera yeruzivo:** Munekodzera yekugamuchira ruzivo rwakajeka uye rwakarurama pamusoro pezvigadzirwa nemabasa edu.
- **Kodzera yebasa:** Munekodzera yekutarisira basa rakakwana uye zvigadzirwa zvemhando yepamusoro.
- **Kodzera yekupa mhinduro:** Munekodzera yekupa mhinduro uye mazano ekuvandudza basa redu.

Zvisungo zveMutengi

- **Kutaurirana kwakajeka:** Ndapota ipai ruzivo rwakajeka uye rwakarurama pakuita maodha.
- **Mhinduro nenguva:** Mhinduro yenyu nenguva inotibatsira kukushandirai zviri nani.
- **Kuremekedzana:** Tinokurudzira kutaurirana kwakaremekedzana kuti tigadzire hukama hwakanaka.

• Indlela Yokuxhumana Nathi

Kuti mubvunze kana kuwana rubatsiro, tibate kuburikidza ne:

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