

MANAGING CUSTOMERS AND ORDERS

Maintain dialogues, listen, respect customers' supplier perspectives

Customers are not equal so deal with them accordingly

- Pareto analysis i.e. the 80/20 rule

- Relativity of business relationships ... how important are you to one another? ... now, and in the future?

- Business and alternative communication platforms

- Logistical alternatives

- Terms of trading

- Understanding order protocols, internal finance arrangements and payment options with clients

- Service delivery and excellence

- Escalating procedures and dispute resolution