Achieving Business Excellence Through Standards

CUSTOMER SERVICE CHARTER

PURPOSE

The Standards Association of Zimbabwe we (SAZ) customer service charter affirms the staff's commitment to and guides our behaviour in providing excellent service delivery to achieve the Association's vision and mission.

WHO WE ARE

The Standards Association of Zimbabwe (SAZ) is the National Standards Body of Zimbabwe. SAZ was formed in 1957 and officially incorporated in 1960. The Association is a non-profit organisation dedicated to providing high-quality, standards-based services to enhance the competitiveness of products and services of its esteemed clients and protect communities and the environment.

Through its Customer Service Charter, SAZ is committed to following best practices, using appropriate technology, and maintaining the highest standards of professionalism and ethics at all times.

The Association actively seeks to promotes stakeholder relations by regularly monitoring and evaluating customer feedback.

OUR VALUES

- **Integrity:** Doing the right thing even when no-one is watching.
- **Customer Centric:** Having a culture that involves delivering products and services that meet or exceed the needs and expectations of clients.
- **Innovation:** We encourage creativity which we strive to embed in our products and services.
- **Excellence:** We value quality in all aspects of our work, striving to deliver high-quality results, services and experiences that make a meaningful impact.
- **Sustainability:** We aim to create a positive impact on the economy, environment and society while ensuring the long-term success and resilience of our organisation.

OUR BUSINESS

- Develop and publish Zimbabwe national standards
- Promote an understanding of standards requirements by offering standards-based training programmes.
- Laboratory testing of raw materials and manufactured goods to relevant standards, instrument calibration, and equipment inspections including destination inspection of imported goods.
- Promote the widespread use of standards by opening third-party certification schemes
- Provide information services on national, and international standards.

OUR COMMITMENT

SAZ is committed to all following principles:

- **Impartiality:** We make decisions based on objective evidence free from external influence.
- **Competence:** We ensure that all our services are delivered by highly skilled professionals.
- **Openness:** We provide public access to or disclosure of appropriate, non-confidential, and timely information about our services to promote confidence in the market.
- **Responsiveness:** We process all communication timeously, ensure quick turnaround times for services delivery in accordance with our procedures.
- **Confidentiality:** We treat all clients with respect, courtesy, and maintain strict confidentiality.

OUR SERVICE GUARANTEE

To fulfil our service guarantee to you, we are committed to having competent staff, developing and maintaining an open culture that is fair and reasonable in dealing with our clients.

We are committed to delivering exceptional services by:

- Understanding your requirements and needs.
- Structuring our service offering around your needs.
- Treating you with respect, courtesy and maintaining confidentiality where required.
- Giving you clear, accurate and relevant information.
- Quick turnaround time.

HOW CAN YOU HELP US?

- Provide accurate information in all your communication with us.
- Provide feedback to improve our service offering.
- Updates us of any changes that we should know.
- Guard the credibility of our certification marks/logos by using them appropriately and or report any suspicious use of these marks.

Director General

31/03/2026

Date

If you have any enquiries, concerns or comments please call, WhatsApp or e-mail:
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