

Aminata
"Strength in process"



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THE MORE WE PUT OUR
CUSTOMERS’ EXPECTATIONS AT
THE HEART OF OUR PROCESSES
THE EASIER IT IS TO BRING
THEM LONG-LASTING AND
EFFECTIVE SOLUTIONS
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AMINATA’S TESTIMONIAL FROM SAUDEQUIP IN SENEGAL

Aminata is a Project Manager within the After Sales Service at Saudequip, member of the JA Delmas Network. Her responsibility is improving internal After Sales processes with a view to enhancing the service we provide to our customers.

In Aminata’s words:

‘My mission is ensuring that:

The number of loyal customers increases

The customer journey for maintenance and repair interventions is well defined

Internal communication for positive customer experience is made easier