

Volkswagen To Further Improve After-sales Service, Customers' Satisfaction Levels
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KUALA LUMPUR, March 12 (Bernama) -- Volkswagen Group Malaysia aims to further improve its after-sales and customer satisfaction levels, said Managing Director Christoph Aringer.

As a first step, 20 participating authorised Volkswagen service centres in Peninsular Malaysia will open on Sundays from 9am to 5pm from March 16, with Volkswagen owners only needing to set an appointment a few working days beforehand, he said.

"Customer satisfaction is an integral component of Volkswagen, as it contributes directly to the growth and development of our brands locally," he told reporters at a media briefing Wednesday.

On intensifying the professional training programmes for all staff at dealers and service centres nationwide, Aringer said this is a joint approach with Volkswagen's dealer partners.

"We in Volkswagen are committed to raising our standards to set the industry benchmark right here in Malaysia for Malaysians," Aringer added.

Volkswagen Group Malaysia is supported by a workforce of over 140 people and the company currently markets over 20 Volkswagen products, the best selling being the Polo, Passat and Jetta models.

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