

	Department Procedure: <b>Customer Service Cell Phone Policy</b>	Doc No.: JIC-CS-P-058	Page 1 of 1
	Standard Clause(s)	Revision Date: 9/22/2017	Revised By: V. Frail
		Revision No. 0	Approved By: S. Ditner

## Customer Service Cell Phone Policy

### 1.0 Purpose

The purpose is to outline the expectations for cell phone use when on customer sites.

### 2.0 Scope

This policy applies to all customer service personnel when at a customer site.

### 3.0 References

None.

### 4.0 Responsibility

Customer Service personnel are responsible for adhering to this policy.

### 5.0 Procedure

- 5.1 Cell phones should be kept on one's person at all times where allowed by the customer.
- 5.2 Phone use should be kept at a minimum.
  - 5.2.1 Where possible, take all calls from Jamesway personnel and customers outside of the customer site.
  - 5.2.2 Personal phone use (calls, texts etc.) should be restricted to break and lunch periods.
  - 5.2.3 Troubleshooting calls from other customers should be managed if the issue is something simple; more complex issues should be referred to the Service Manager.
- 5.3 Camera use should be restricted to Jamesway equipment and issues only.
  - 5.3.1 Photographing customer processes and product is strictly forbidden without prior expressed consent by the customer.

### 6.0 Revision Table

Revision	Change Description	By Whom	Date
0	Initial Release	G. Palmer	9/22/2017