ASSURED DIGITAL

MANUFACTURING / MANAGING DIRECTORS

Customer commitment briefing

One threatened delivery, one named owner

COMPLETED PRACTICE RECORD

1	**Commitment** Operations Director	Priority order due today. Warehouse confirmed 25 units already shipped.
2	**Open decision** Commercial lead	Confirm whether the customer accepts a split shipment before promising it.
3	**Update** Account lead	Send a factual update by 3pm. Record the wording, recipient and next commitment.
4	**Assurance** Security owner	Retain the recovery test and delivery evidence. Mark outstanding items and agree a review date.

Customer update: We are confirming the impact on your delivery. You will hear from us by 3pm with what we can verify.

USE IT ON YOUR NEXT JOB

What can we state with evidence?

_____

Who can approve the next customer promise?

_____

Owner _____ Evidence reference _____