

TDB Scores High Points among Customers and Partners

The 2016 TDB Customer & Partner Satisfaction Survey conducted showed that TDB scored 4.35 (out of a possible 5 points), an improvement over the 4.30 score registered in a comparative survey conducted in 2015.

The survey measured service performance and quality, in a survey that featured 133 interviews with customers from the Bank's member states and partners from countries including Germany, India, South Africa, Luxembourg and China amongst others.

The report cites improvements over the previous years in the performance of Project and Infrastructure Finance, a number of service performance indicators among them the quality of communication and the use of technology to ease processes and interactions.

"Continuous improvement is imperative for organisations that desire to remain relevant among their customers, partners and the communities they impact. This survey is a tool that guides us in our aspiration to offer sustainable and transformative contribution towards the continent's socio-economic development", said Mary Kamari, Director of Corporate Affairs and Investor Relations at TDB.

According to the survey, transport and logistics, agribusiness and banking and finance emerged as the best performing sectors. The findings are consistent with key developments in the respective sectors in the Eastern and Southern African region over the last year.

The survey also notes that TDB's performance exceeded expectations among partners and is firmly on course to achieve similar scores among customers.