

## CEMENCO Quality Objective

In compliance with CEMENCO QMS and ISO 9001:2015 requirements, CEMENCO has set up eleven (11) pillars as its Quality Objectives. The eight pillars are to;

1. Achieve above **80%** customer satisfaction and survey results in 2020
2. Ensure that **100 %** of our Cement produce in **2020** meet the cement strength at 28 days in compliance to EN-197 standards.
3. Increase cement production by **10%** above budget at the end of **2020**.
4. Reduce down time of critical equipment to not less than **3%** compared with planned down time for 2020.
5. Train up to **100%** of our employees on the requirements of ISO 9001: 2015 awareness in 2020.
6. Achieve ISO9001 certification by the end of **2018**.
7. Conduct **one internal audit** for all departments before the end of the **2020**.
8. Achieve over **80%** on- time –payment within the **30 days**, after invoices for payment are received from our suppliers and contractors.
9. 100% preventive maintenance to be achieve at the end of 2020
10. Achieve **100%** of the safety conversation target at the end of 2020
11. Achieve 0% LTI at the end of 2020



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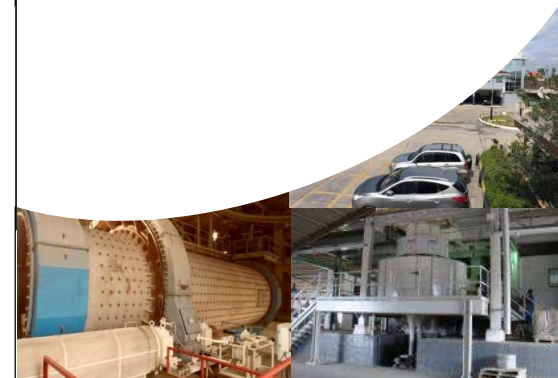


HEIDELBERGCEMENT

Liberia Cement Corporation

**(CEMENCO)**

**ISO 9001:2015  
Certification**



### What is ISO?

It is an International Standard Organization which ensures that products and services are safe, reliable and of good quality.

### What is a Standard?

A standard is a document that provides requirements, specifications, guidelines or characteristics that can be used constantly to ensure that materials, products, processes and services are fit for their intended purpose.

### What is the Importance and Benefits of the ISO?

For business, they are strategic tools that reduce costs by minimizing waste and errors, and increasing productivity.

- They help company to access new markets, level the playing field for developing countries and facilitate free and fair global trade.
- Increase efficiency and effectiveness.
- Model for continual improvement
- Model for satisfying customers and other stakeholders.
- Build quality into products and services from design onwards.
- Address environmental concerns of customers and public, and comply with government regulations.
- Integrate with global economy.
- Sustainable business
- Unifying base for industry sectors
- Qualify suppliers for global supply chains
- Technical support for regulations
- Transfer of good practice to developing countries
- Tools for new economic players
- Regional integration
- Facilitate rise of services

### Quality Policy

The Liberia Cement Corporation (CEMENCO) is a member of the HeidelbergCement Group.

**Vision:** To be a world class local business, building a better and sustainable future for Liberia.

**Mission:** To create value in the building materials sector through the innovative and sustainable use of natural resources for the benefit of our communities and clients.

Implementing a systematic approach is the key issue to manage CEMENCO's processes, aiming at satisfying quality requirements, creating value along the life-cycle of product and enhancing relationships with customers and other interested parties.

Our activities are undertaken in accordance with our core values, established procedures, market needs and legal and other requirements.

CEMENCO is committed to:

3. Ensuring that machinery and equipment used are designed, operated and maintained to properly address the quality of products and services in line with Heidelberg cement Group's policies on Health, Safety, Environment and Quality.
4. Ensuring that the whole production cycle is operated by competent personnel and controlled by the use of reliable monitoring and measuring resources.
5. Promoting the implementation of recognized international management system standards (ISO9001) that is regularly audited and periodic updated.
6. Complying with applicable legal and other requirements, including customer requirements and best

practices in the industry.

1. Enhancing customer satisfaction with respect to product quality, price and service.
2. Achieving continual improvement of the Quality management system. The continual improvement through the quality processes are directed by a strong management team.

### Core values

1. **Safety** – we take continuous action to ensure a safe working environment for employees, and the public
2. **Quality** – we take continuous action to build our services and products quality
3. **Environment** – we develop and maintain a culture of environmental stewardship.
4. **Integrity** – we follow honest and transparent business principles in all that we do.
5. **Commitment** – we do what we say we are going to do.
6. **Accountability** – we take responsibility for what we do.
7. **Acknowledgement** – we take pride in achievement and celebrate successes.