

# INTERNAL NPS SURVEY H2 2022

**YOUR VOICE  
MAKES A  
DIFFERENCE!**

HOW DO YOU FIND ALL CEMEX  
INTERCOMPANY PROCESSES SUCH AS  
ORDERING AND SCHEDULING DELIVERIES OF  
CEMENT, AGGREGATES AND ADMIXTURES?

LET US KNOW WHAT ALREADY WORKS SMOOTHLY AND  
WHICH PROCESSES WE CAN IMPROVE

**WE'VE ALREADY IMPLEMENTED SOME IMPROVEMENTS BASED ON YOUR OPINIONS:**

- **CEMENT** - IMPROVED PRODUCT AVAILABILITY THROUGH INCREASED INVENTORY CAPACITY
- **RMX** - CONTINUED INVESTMENT IN ON SITE STORAGE CAPACITY - BAYS AND SILOS - AND GROWTH IN DELIVERIES AT NIGHT
- **AGGREGATE** - PRODUCT AVAILABILITY IMPROVED
- **ASPHALT & CONCRETE PRODUCTS** - HAULAGE CAPACITY SUPPORTING CUSTOMER SERVICE
- **CUSTOMER SERVICE CENTRES** - REINFORCED THE IMPORTANCE OF CALL BOB AND PROACTIVE COMMUNICATION

**TAKE A 5-MINUTE SURVEY AND HELP US BUILD A BETTER CEMEX**



LOOK FOR THE E-MAIL FROM  
[CUSTOMER@EXPERIENCE.CEMEX.COM](mailto:CUSTOMER@EXPERIENCE.CEMEX.COM)  
WITH THE SUBJECT 'CEMEX WOULD LOVE TO HEAR FROM YOU'