

# INTERNAL NPS SURVEY H1 2023

**YOUR VOICE  
MAKES A  
DIFFERENCE!**

**What are your experiences of Cemex's intercompany processes such as ordering and scheduling deliveries of Cement, Aggregates and Admixtures?**

Please let us know what already works smoothly and which processes we can improve

**We have already implemented some improvements based on your previous survey responses**

- Launched a pilot in NW to enable tracking of internal deliveries of Aggregates and Cement. Excellent feedback to date, UK roll-out to follow.
- Implemented regular reviews between RMX, CEM & AGGS. Supply Chain regarding upcoming demand, material availability and operational challenges to help mitigate risk and secure supply to internal customers.
- **CEMENT** - greater resilience in the supply chain through increased inventory at all sites, additional haulage, and consistent production performance.
- **AGGREGATE** - product availability improved.
- **RMX** - continued investment in the site storage capacity - bays, silos and growth in deliveries at night.
- **ASPHALT & BP** - close collaboration with the business to ensure sufficient capacity in place.
- **CUSTOMER SERVICE CENTERS** - reinforced the importance of Call Bob and proactive communication as this has an impact on all businesses. As an example DRY MORTARS have record volumes of bulk and bagged mortar sales and production levels in 2023.



**TAKE OUR  
SHORT SURVEY  
AND HELP US  
BUILD 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"

ANKIETA SATYSFAKCJI  
Z USŁUG  
WEWNĘTRZNYCH  
CEMEX: ZAMAWIANIE I  
DOSTAWA SUROWCÓW  
1/2023

TWÓJ GŁOS MA  
ISTOTNE  
ZNACZENIE!

CZY ZAMAWIANIE I DOSTAWY SUROWCÓW W CEMEX  
(CEMENTU, KRUSZYW I DOMIESZEK) DZIAŁAJĄ TAK JAK NALEŻY?

WŁAŚNIE TY MOŻESZ POWIEDZIEĆ CO DZIAŁA  
DOBRCZE, A GDZIE NALEŻY COŚ POPRAWIĆ

We have already implemented some  
improvements based on your  
opinions:

**READYMIX** enabling tracking of  
internal deliveries of aggregates  
and cement. Excellent feedback to  
date, UK roll-out to follow.

**CEMENT** - greater resilience in the  
supply chain through increased  
inventory at all sites, additional  
haulage, and consistent production  
performance.

**AGGREGATE** - product availability improved  
RMX - continued investment in the site storage  
capacity - bays and silos - and growth in deliveries  
at night.

**ASPHALT & CONCRETE** - close collaboration with  
the business to ensure sufficient capacity in place.

**CUSTOMER SERVICE CENTERS** - reinforced  
the importance of Call Bob and proactive  
communication.



WYPEŁNIAJĄC ANKIETĘ  
MAKSYMALNIE DO  
31 MAJA MOŻESZ  
USPRAWNIĆ  
WSPÓŁPRACĘ DZIAŁÓW  
CEMEX

Ankieta zostanie wysłana  
do Ciebie z maila  
[customer@experience.cemex.com](mailto:customer@experience.cemex.com)  
z tytułem  
"CEMEX chce poznać Twoją opinię"

**ISTRAŽIVANJE  
INTERNOG NPS-A  
ZA PRVO  
POLUGODIŠTE  
2023**

**VAŠ GLAS  
ČINI RAZLIKU**

**ŠTO MISLITE O CEMEX-OVIM INTERNIM PROCESIMA KAO  
ŠTO SU NARUČIVANJE ILI DOSTAVE CEMENTA,  
AGREGATA I ADITIVA?**



**ODVOJITE  
5 MINUTA ZA  
ANKETU I POMOZITE  
NAM GRADITI  
BOLJI CEMEX**

**RECITE NAM ŠTO IDE GLATKO,  
A KOJE PROCESSE MOŽEMO  
POBOLJŠATI**

Potražite e-mail primljen od  
[customer@experience.cemex.com](mailto:customer@experience.cemex.com)  
s naslovom  
"CEMEX želi vaše mišljenje"

# סקר NPS פנימי מחצית ראשונה 2023

## המשוב שלך יוצר שינוי

כיצד אתה מעריך את התהליכים הפנים חברתיים של רדימיקס כדוגמת הזמנה ותזמון המשלוחים של בטון, אגרגטים ומוספים?

אנא שתף אותנו מה מתבצע כנדרש ואילו תהליכים נדרש לשפר

בהסתמך על המשוב שניתן על ידך  
הטמענו מספר שיפורים:

**READYMIX** enabling tracking of internal deliveries of aggregates and cement. Excellent feedback to date, UK roll-out to follow.

**CEMENT** - greater resilience in the supply chain through increased inventory at all sites, additional haulage, and consistent production performance.

**AGGREGATE** - product availability improved  
**RMX** - continued investment in the site storage capacity - bays and silos - and growth in deliveries at night.

**ASPHALT & CONCRETE** - close collaboration with the business to ensure sufficient capacity in place.

**CUSTOMER SERVICE CENTERS** - reinforced the importance of Call Bob and proactive communication.



אנא הקדש 5 דקות  
מזמנך לסקר ועזור  
לנו לבנות סמקס  
טובה יותר

חפש אחר המייל מהכתובת:  
customer@experience.cemex.com  
עם הנושא "רדימיקס תשמח לשמוע  
את קולך"