

INTERNAL NPS SURVEY H2 2023

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 WELL AND WHICH PROCESSES WE CAN IMPROVE.



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

- **Communication** – Weekly cross functional meetings, use of What's App groups to provide timely information and regular calls to ensure continuity of supply.
- **Collaboration** – Quarterly Supply Chain meetings introduced by market. Fortnightly Supply Chain calls to discuss operational issues, demand and stocks, along with visits from Planning & Customer Service Teams to RMX sites to build relationships.
- **Complaint resolution** – Improved the process and timeliness of feedback to internal stakeholders.
- **Use of Digital Technology** – Planning to deploy CemexGo tracking tool to give you real time visibility of Cement and Aggregate loads.
- **Investment** in RMX plants with additional Aggregate storage bays, Cement silos and Out of hours equipment.

TAKE OUR SHORT
SURVEY AND HELP
US BUILD A
BETTER CEMEX

Look for the e-mail from
customer@experience.cemex.com
with the subject
"Cemex would love
to hear from you"