

## **QUALITY POLICY**

**Our commitment: “Quality, Service and Competitive Pricing”**

Portland Readymix & Hollowcore are committed to maintaining an effective quality assurance programme that will monitor the production of concrete and the deliver thereof in accordance with SANS 878.

Accordingly, Portland Readymix & Hollowcore commits their operations to the following:

- A Quality Management System to manage and evaluate quality performance with self-regulation to achieve continuous improvement of product and service.
- Maintain and control equipment to ensure accordance and performance of production equipment.
- Optimize transportation to ensure scheduled delivery and effective discharge on site.
- Provide relevant quality training ad awareness to employees.
- Identify present and future needs and expectations to ensure customer satisfaction.
- Participate and support the SARMA Quality Policy to ensure their vision to make concrete the construction material of choice.

The quality performance of Portland Readymix & Hollowcore will be managed via SARMA and CMA who audit the operations to ensure compliance to SANS 878 and the standards they set for their members.

**Nico Heyns**  
**Managing Director**  
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