

LAFARGE CEMENT: QUALITY ORGANISATION

- **The Managing Director** is responsible for the business and product quality performance of Lafarge Cement
- **Executive Directors** are responsible for promoting ISO 9001 and for ensuring the quality system operates efficiently within the company
- **The National Quality Manager** is the quality custodian, and is responsible for: operating a framework for implementing and reviewing quality objectives; ensuring that the quality risks are identified and mitigated; product certification; and ensuring appropriate corrective actions are taken to address nonconformities
- **Works Managers** are responsible for quality management at their site and for maintaining the systems linked to delivering this policy
- **All managers and supervisors** are responsible for the business quality and product quality performance of everyone who reports to them, and for implementing this policy and arrangements within their area of control or influence
- **Operations champions and business process owners** are responsible for maintaining the QMS at their location or in their business area
- **All employees** are responsible for complying with the requirements of this policy

LAFARGE CEMENT: COMMITMENTS

We will operate in line with the Division's Policy and will:

- Operate a formalised product certification scheme
 - products covered by harmonised European Standards will carry CE marking
- Operate a formalised QMS to ISO 9001:2000
- Clearly focus on quality from the customer's perspective:
 - develop and manufacture products that meet customer needs
 - operate business processes to meet product performance targets
 - encourage analysis and action on customer feedback
- Train employees to achieve high standards of quality performance
- Commit to continually improve our performance in meeting our quality objectives
- Control manufacturing processes to maintain product performance and reduce product variability
- Integrate quality considerations into decision-making at all levels for all (new and existing) activities
- Communicate openly and consult with our stakeholders on quality
- Formally review this Policy annually and re-issue as required



Dr Erdoğan Pekenci,
Managing Director, April 2008

Quality Policy



2008

Lafarge Cement Division is committed to be the reference supplier of high-quality products for our customers.

We focus on quality from the customer's perspective, and maintain a system to manage product liability risks.

We ensure consistent compliance with product technical standards - in key areas of product performance, we go beyond standard requirements to meet customer expectations.

We continually improve our performance in meeting our quality objectives.

We control manufacturing processes to maintain product performance and reduce variability.

We contribute to long-term economic, environmental and social sustainability.



Dr Erdoğan Pekenç,
Managing Director
April 2008

For the reduction of product risks and improvement of the quality mastery, we will:

- Operate in a safe and economical manner with respect to the environment
- Promote and maintain good laboratory practices
- Master the quality and consistency of our products
- Improve product quality and performance
- Analyse and understand the source of variation of our products
- Anticipate and proactively prevent any type of incident from having an impact on quality
- Operate a quality management system coherent with the requirements of ISO 9001:2000
- Prevent non-conformities at all stages of our products' formulation by implementing the requirements of the Quality Management System (QMS) and associated documents
- Continuously improve the effectiveness of the QMS
- Develop and maintain product and quality competencies, staffing and skills development