

**CEMEX**

# Quality assured through integration

Belief in the benefits of an all encompassing Quality Assurance system is being proven with a single electronic QA manual developed by CEMEX.

**G**reater clarity has been introduced to the quality management systems of CEMEX UK Construction Services for the benefit of high standards of service to customers. The firm has launched an Integrated Management System (IMS), combining many different Quality Assurance schemes to produce a single, simplified and highly efficient electronic QA procedures manual.

This is the result of considerable effort by CEMEX UK Construction Services' Support Services Team, which has pursued a belief in the integration of QA systems for greater service to customers. The IMS combines requirements for quality management of environment and health and safety procedures and puts them into one central location.

The IMS also covers all of the requirements for the National Highways Sector Scheme 16 for the laying of asphalt mixes, for which CEMEX's Construction Services division has recently been awarded accreditation. Internal trials of IMS, carried out across CEMEX's south west region, have proved a hit with staff and IMS was launched nationally for the whole of CEMEX UK Construction Services in July.

**"We would like to see clients only using companies that have these systems and accreditations in place."** Martin Stevens

The fully electronic system is 'process map' driven, using flow diagrams for following quality control procedures. Construction Services staff are now able to locate information quickly and efficiently from an easy to follow electronic manual. "More continuity in ways of working throughout all of the Construction Services offices, as well as 'less trees on desks' is already being noticed," says CEMEX UK Construction Services Director Martin Stevens.

CEMEX's clients are also expected to benefit from the IMS. "The system gives clients peace of mind," says Stevens. "Existing and potential customers tend to look for price and performance in key areas which include health and safety, quality and environment. IMS brings together all of this information which can be requested at the touch of a button and therefore allows for much quicker response times."

CEMEX UK Construction Services received the accreditation Sector Scheme 16, for the CEMEX UK Construction Services' Sector 16 accredited QA system for laying asphalt is included in the Integrated Management System

## NEW PROJECTS CONTINUE GOOD PERFORMANCE

**S**everal major highway maintenance and structures refurbishment contracts have recently been secured by CEMEX UK Construction Services, continuing the firm's good work in England, Scotland and Wales. On the M4 between junctions 36 and 37, for example, CEMEX Construction services will soon be carrying out a £2.5M motorway renewal scheme for the Welsh Assembly, involving carriageway reconstruction and surfacing with 32,000t of asphalt supplied by CEMEX Materials. This follows successful completion of a similar project at junctions 33 and 34 of the same motorway.

Two road construction contracts in Sheffield have been awarded to CEMEX Construction Services. The first, which involves construction of Phase Two of the Sheffield Inner Relief Road, is part of a major regeneration scheme in the city. For the second contract, CEMEX Construction Services will reconstruct two sections of Sheffield's Mosborough Parkway and surface the road with Viatex thin surfacing to create a quieter road with improved skid resistance.

Meanwhile, in Glasgow, Construction Services is about to start work on the Kingston Bridge. The structure is being refurbished and Construction Services will be laying over 2,400t of surfacing material over seven visits, mostly at night to minimise disruption to traffic.





(Above and below) All CEMEX Construction Services operatives are qualified to NVQ Level 2 in accordance with Sector 16 accreditation

laying of asphalt mixes from the British Standards Institution in August after working closely with the BSI to integrate its requirements into the IMS management system. This follows CEMEX's Sector Scheme 14 accreditation, for production of asphalts, which has already been in place for a number of years.

As part of the requirements of Sector Scheme 16, all of CEMEX's Construction Services operatives have been trained to NVQ Level 2 and are now working towards Level 3. Other requirements of the Sector Scheme include levels of professional staff qualification, as well as specifics in the way record keeping is carried out.

Monthly meetings and national forums are being held to help Construction Services staff manage the transition to IMS. The next step is to apply the IMS to all of CEMEX's UK operations and it is hoped that the system will also be shared with other parts of the company internationally.

"We would like to see clients only using companies that have these systems and accreditations in place. Our Sector 16 accreditation and the production of IMS proves we can perform and we believe it will make us the company of choice."

**email hotline:** [info@modernasphalts.com](mailto:info@modernasphalts.com)

## REPEAT ORDER FOR TEAM BUILDING SUCCESS

**P**roject Fast Track – CEMEX UK Construction Services' team building and training initiative – is to be repeated following considerable success first time around. The initiative was launched in 2004 to build directly-employed teams of skilled and motivated operatives from outside of the road construction and maintenance industry.

A series of recruitment roadshows were held in the West Country in 2004. Now the area of Selby in Yorkshire is being targeted, to provide further recruits for CEMEX and employment for operatives made redundant by the closing of the Selby coal fields.

The West Country roadshows resulted in a team of six operatives being recruited and subsequently trained through a 12-week intensive training course. This was designed to make each operative multi-skilled and able to perform any role within the team.

The initiative has worked. The same team is currently working in the Midlands area, primarily on reactive highway maintenance work and similar results are expected from the Selby area.

