

## **GAMMON CONSTRUCTION LTD REPORT FROM THE BOARD OF EXAMINERS**

Gammon's business success in the Asia Pacific is demonstrated by the many awards received as well as the growth rate of the company in the past 10 years.

With her focus on customers, Gammon has seriously taken into consideration customers' needs very early in their new product and service introduction process. While during and after the project, customers' feedback is constantly collected, analyzed, and disseminated to concerned departments for action.

While planning for her future, Gammon has effectively used benchmarking and competitive analysis which are supported by appropriate information system.

Execution of the strategic plans is controlled by detailed tactics with appropriate measurements and regular reviews.

Gammon's leader understands that the management system won't work without the personal commitment of the senior managers as well as her staff. A consultative process has been used to create the company's vision and goal by Gammon's Managing Director, together with his Executive Directors. The vision and goals are then disseminated to the working level by a structured process.

To support the achievement of the company goals, Gammon realizes the importance of education and training, as well as safety to her staff. Training and career development resources are clearly supported by the company.

Gammon's attention is not limited to her customers and employees. Supplier and the community are also her concern.

For the supplier, Gammon pays attention to supplier quality performance, thus extending her quality culture into her suppliers.

For the community, Gammon has taken the initiative of protecting the public from any hazard.