

## **KEN ON CONCRETE COMPANY LIMITED REPORT FROM THE BOARD OF EXAMINERS**

Ken On Concrete Co Ltd demonstrates a very successful Total Quality Management implementation that enables the company to achieve good customer and employee satisfaction, market share and financial results.

The Company's three-year business plan was very specific with key short- and long-term performance measures defined and covered all key business areas. Regular management reviews are conducted to monitor the progress of the Company relative to the strategic action plans.

The Company clearly understands what is required to protect its market share. Detailed market segmentation and analysis, strong competitive knowledge and excellent relationship with its major clients allow Ken On to maintain its market share.

Ken On has articulated her products and service level commitment to her customers through the establishment of a performance pledge with clearly defined targets. Ken On has successfully used the performance pledge as a measurement tool and yardsticks for its continuous improvement initiatives and to ensure customer satisfaction is achieved.

The Company has identified critical employee satisfaction factors through employee satisfaction survey and implemented action plans to address these factors. Ken On is very committed to employee development and training needs. The Company has demonstrated strong commitment to the TQM training that is essential to drive quality.

All Ken On's production processes follow vigorous ISO standards. Ken On has developed a close relationship with its suppliers to eliminate any supplier quality problems. Through the supplier's performance pledge, Ken On was able to achieve a consistent quality and service from its suppliers.