

## BEST PRACTICE

LOCATION:	Company-wide	ARTICLE YEAR	2012
ACTIVITY:	Competence Assurance	COMPANY:	CEMEX UK
SUB ACTIVITY:	N/A	COMPANY LOCATION:	National initiative
BEST PRACTICE No:	BP828	COMPANY TEL:	07711 537523
COUNTRY OF ORIGIN:	United Kingdom		

### TITLE

**Contractor feedback system**

### ARTICLE

#### Description

CEMEX UK undertook a series of contractor audits in the interests of partnership working, as part of the 'Safer through Sharing' initiative. The audits examined the contractor organisations in depth, reviewing their overall management arrangements, policies, training and commitment. The audits not only provided the opportunity to verify standards and commitment but also facilitated shared learning, improved communications and the understanding of systems and standards.

An automated contractor feedback system was also introduced, which enabled site personnel to record their experiences working with contractors. Feedback forms are automatically sent to relevant personnel and collated, enabling both procurement and others to monitor contractor performance. This gives the business vital feedback when it comes to determining which contractors to use and triggers an intervention when standards are identified as unacceptable.

#### Benefits

- Improved working relationships with contractors
- Eliminated the use of poor performing contractors
- Gives ownership of contractor selection to local management.

### ARTICLE IMAGES

