

CUSTOMER SERVICE CHARTER

“Committed to product and service excellence”

WHO WE ARE

East African Portland Cement (PLC) is a commercial state corporation manufacturing Blue Triangle Cement and other cement products

We are committed to providing our customers a quality product and reliable service

Our Customer Service Charter is our promise to customers which is backed by facts and measurements

Our products have been used in major infrastructure projects e.g housing, roads, dams and bridges across the Eastern Africa Region

MISSION STATEMENT

To provide cement for infrastructural solutions to the satisfaction of our stakeholders.

VISION STATEMENT

To be the regional leader in the provision of cement, innovative cement products and solutions.

CORE VALUES

Teamwork Integrity
Customer Focus
Innovativeness Safety Time

OUR COMMITMENT TO YOU

PRODUCT & SERVICES	OUR COMMITMENT	Cost (Kshs)	TIMELINE
Customer Service Standards	To provide excellent customer service in all our business processes as per our customer service standards to deliver optimal value to all our stakeholders.	Free	Always
	To promptly provide information on request for distributorship, transport and supplies through; telephone calls, emails, walk-ins, customer visit etc.	Free	Within 24 hours
	To pay our creditors as per the contract	Free	Payment within 30 days or as per contract terms
Quality and Safety	To produce quality cement that conforms to the set cement standards KS-EAS 18-1:2017	As per Quantity & type of product	As per schedule
	To produce our products in an efficient and safe manner in conformance to ISO 9001:2015 and EMS 14001:2015.	Free	Always
	To provide training to our customers on the product applications as per the schedule.	Free	As per schedule
Availability and Delivery	To ensure consistence supply of the existing products as per the customer's order.	Free	3 hours
	To promptly deliver the product to our customers where transport is provided by us.	As per destination & Quantity ordered	Nairobi & environs 6 hrs, Upcountry radius 250km 24hrs, upcountry beyond 250 kms 48hrs & Export 4 days
Customer Relationship	To handle customer concerns effectively and efficiently as per the approved procedures.	Free	Within 24 hours
	To inform customers of the intended course of action and time frame of response, when the response to cases go beyond a fortnight.	Free	Two (2) weeks after receiving the complaint
	To give prompt feedback when we experience problems which might impact on our service or product delivery?	Free	Within 24 hours

In our service delivery, we shall always seek to promote human dignity; human rights; equality and equity; Social justice and inclusiveness; non-discrimination and protection of the marginalized Customer Feedback/Complaints/Inquiries:

Please register your feedback in writing, email and website or call us using any of our numbers shown below.



Holding Life Together

CONTACT

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