



QUALITY OBJECTIVES for 2021

SALES

- ➔ Achieve or exceed 100% of the Company's monthly sales target averaged on a quarterly basis.
- ➔ Generate organic sales growth by at least the same level as inflationary growth rate.
- ➔ Maintain and expand customer base by 6% per annum.
- ➔ Offer product and service range flexibility where economics justify the action.
- ➔ Achieve an average customer satisfaction score of 80% or better from 95% of the assessed customers per annum.
- ➔ Provide customers with a one-stop solution for quoting, order status, and feedback matters.

PROCUREMENT and INVENTORY MANAGEMENT

- ➔ Maintain stock levels between 10 - 12,5% of sales turnover.
- ➔ Initiate procurement process within 24 hours of all generated back orders on re-order report.
- ➔ Provide sales team with ETAs as accurate as possible for all internal and external purchase orders
- ➔ Maintain a yearly updated master list of external service providers and re-evaluate them annually

WAREHOUSE

- ➔ Make orders for stocked items available to customers:
 - in the Johannesburg and Pretoria Metropolitan areas within 2 business days
 - outlying areas within 5 business days
- ➔ Operate a safe, accident free and secure warehouse environment catering for the product hazard nature and the safety and health of employees for a minimum of 100 consecutive days.

PRODUCTION PACKING

- ➔ Provide customers with correct quality and quantity, suitably packed, and labelled product that is safe to be handled per every order and on time.

FINANCE

- ➔ Maintain a neutral cash flow position and provide for the company's capital needs by managing debtors and creditors.
- ➔ Managing Customers payment terms including credit limits and ensure that each and every account customer has an updated Credit Application Form.

QUALITY MANAGEMENT SYSTEM

- ➔ Close out all NCs from external audit in time as per SABS to maintain MINEMA's certification status.
- ➔ Develop and implement a retention sample regime as part of continual improvement in quality control.

