



PORTLAND NewsDesk

OFFICIAL NEWSLETTER OF THE EAST AFRICAN PORTLAND CEMENT PLC

RE-CERTIFICATION - ISO 9001:2015



Introduction

EAPC PLC has once again been successfully recertified to the ISO 9001:2015 Quality Management System (QMS) following a rigorous external audit conducted by the Kenya Bureau of Standards in August 2025. ISO 9001:2015 is an international standard developed through global consensus by subject matter experts and approved by a recognized standards body. It provides a structured framework for the effective design, implementation, and continual improvement of organizational processes, ensuring the consistent delivery of quality products and services.

The standard establishes clear requirements that guide organizations in enhancing reliability, consistency, and operational effectiveness. Since EAPC PLC's initial certification in 2009, the Company has progressively

transitioned from informal, largely verbal processes to well-documented and controlled procedures that are systematically applied across all operational and support functions.

QMS Evolution in EAPC PLC

Over the years, EAPC PLC's Quality Management System has continued to evolve into a fully embedded enterprise framework. Our Standard Operating Procedures (SOPs) now form part of our everyday working tools and are consistently applied in the design, development, implementation, and continual improvement of quality products and services. These SOPs also serve as the primary reference criteria for internal and external audits, as well as assessments by regulatory and government authorities.

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Key QMS evolutionary shifts in EAPC PLC include the following:

1. **System-wide-consistency and risk mitigation**
The QMS is fully integrated across all departments, including Quarries, Production, Supply Chain, Finance, Commercial, Human Resources, ICT, and other support services. A structured risk-based approach has been embedded within the system, with more frequent audits focused not only on compliance but also on continual improvement.
2. **Data-driven decision-making and audit readiness**
The Company has adopted an Enterprise Quality Management System (EQMS) that enables data analysis for trend identification, supporting proactive and preventive actions rather than reactive corrections. Management reviews are anchored on clearly defined Key Performance Indicators (KPIs), enhancing traceability, transparency, and audit trails.
3. **From siloed operations to enterprise-wide integration**
The QMS now links supplier quality management, customer feedback and complaints handling, and manufacturing operations, providing end-to-end visibility and control across the value chain.
4. **From compliance to culture**
The QMS has evolved into a living system that is embedded in daily operations and continuously adapts to emerging technologies, evolving risks, and changing business objectives, reinforcing a culture of quality across the organization.

SOPs as our knowledge base: By converting tacit, individual experience into explicit, standardized, and accessible documentation, our procedures and work instructions have established a reliable knowledge base for the business;

- **Documentation of workflows:** SOPs break down complex tasks into clear, step-by-step guides, making expert knowledge accessible to all employees and reducing dependence on specific individuals.
- **Centralized repository:** By structuring our SOPs within a searchable digital system on the ISO network folder, we have established a single source of truth, significantly reducing time spent searching for information.

- **Continuous improvement:** Regular, scheduled reviews and updates of procedures ensure the knowledge base remains relevant, accurate, and aligned with EAPC PLC's current best practices.
- **On-boarding and training:** Standardized procedures enable new employees to quickly understand company processes, reducing training time and accelerating productivity.
- **Consistency:** Documented procedures and work instructions provide clear, unambiguous guidance, minimizing operational errors and ensuring consistent, high-quality output across departments.
- **Categorization and searchability:** Logical classification and labeling of procedures (e.g., HR, ICT, Finance) enhance accessibility and usability of the knowledge base.

Lest We Forget;

To wrap up, remember that *'Quality' is not an act, it is a habit*".

QMS provides the tools, but your engagement makes it work. Key components to focus on are:

1. **The Why:** Why QMS matters (customer satisfaction, reputation, efficiency).
2. **The Role:** How everyone contributes, regardless of who or which department
3. **The Goal:** Continuous improvement and risk mitigation.
4. **The How:** Employees are encouraged to:
 - Adhere to documented procedures,
 - Participate in trainings,
 - Identify and report non-conformities,
 - Actively engage in problem-solving and process improvement efforts.

Thank you for your active participation in building a strong culture of quality in EAPC PLC

By Irene Kooki
- QMS Management Representative.



EAPC Turnaround Gains Momentum as Management Reassures Staff of a Stronger Future



Amsons Group MD Edha Nahdi (front left) with EAPC MD Mohamed Osman Adan during the Amsons Group management team familiarisation visit.

East African Portland Cement PLC (EAPC) continues to register strong momentum in its turnaround and modernisation agenda following a recent visit by Amsons Group Managing Director, Mr. Edha Nahdi, to the Company's manufacturing plant.

Speaking during the plant tour, Mr. Nahdi, reaffirmed the commitment by Kalahari Cement, to restore the Company's operational strength and long-term competitiveness. He announced that a leading global Engineering, Procurement and Construction (EPC) contractor has been commissioned to deliver a turnkey clinkerisation plant, which will form the backbone of EAPC's revival.

"We have secured plans to invest over USD 200 million in the first phase of EAPC's modernisation. This is about restoring EAPC as a competitive, efficient and reliable supplier of cement that Kenya's infrastructure drive will depend on," Mr. Nahdi said.

During the visit, EAPC's Managing Director also addressed staff, offering reassurance and encouragement as the Company enters a new phase of growth. He urged employees to put past challenges behind them, reminding them of how far the organisation has come, and emphasised that EAPC is now "bigger and better", with a renewed sense of purpose, stability, and opportunity.

The modernisation programme is expected to stabilise operations, enhance production efficiency, and resolve long-standing operational bottlenecks. Beyond capacity expansion, the investment places strong emphasis on staff welfare, job security, and operational stability, helping to rebuild confidence across the organisation.

The turnaround comes amid rising cement demand. According to the Kenya National Bureau of Statistics (KNBS), cement production reached 9.5 million tonnes in the first 11 months of 2025, up from 8.1 million tonnes in the same period in 2024, while consumption rose to 9.3 million tonnes from 7.8 million tonnes.

Management reiterated that the investment is designed to position EAPC as a key contributor to Kenya's national development agenda, particularly in roads, rail, ports, airports, and energy infrastructure.

Once completed, the modernisation programme is expected to strengthen EAPC's market share, reinforce local cement supply chains, create new employment opportunities, and give the iconic Blue Triangle brand a renewed and sustainable future in Kenya's evolving industrial landscape.

By Grace Muna Public Relations Officer



EAPC colleagues following keenly during the familiarisation visit.