

CUSTOMER IDEOLOGY

The relationship between Megs Zambia Limited and its customers is simple. We have employed a policy that allows us to go far beyond the role of a supplier to most of our customers. We stretch to become a true business partner by helping our customers manage their production operations. We provide specific expertise, technical assistance and insight into product application to allow our customers to stay on the cutting edge with their product knowledge. Our staff are well trained and qualified to meet customer queries, if need arises. Using the most up-to-date technology facilities, with the emphasis on effective communication, Megs Zambia Limited has a viable working environment which makes our staff always ready to work with our customers.

This has kept our staff always up-to-date on the latest development in products and services offered by us. Therefore, our customers have always appreciated our provision of the best in customer service and value everyday and all the time. Megs Zambia Limited has a simple but effective distribution network. We aim to do in a very effective cost serving way which reduces the expenditure on the part of our client following an order from the client, we, firstly verify product specifications from the client before placing an order with our suppliers. This then follows the Muso Tech Zambia Limited to supply order, which then our suppliers supply to us.

We then inspect the specified item if it fits the description specified on the order and also inspect if it meets the required quality standard. After this is done we then deliver to our client at no extra costs and we always try to do this in the most minimal time period. We later make follow-ups with the users to see if the product supplied is of the right specs and of the acceptable quality standards. This has also helped us develop a relationship with most of our clients that make us actually understand our client acceptable product quality standards.

MARKET AND CUSTOMERS SERVICED

The main market for the products and services that Megs Zambia Limited deals in are the Mining and Supplying. The mines will continue to be the primary customers to Megs Zambia Limited for the foreseeable future, although other markets will continue to be explored.

The potential market can be segmented as here below:

1. Mining Services
2. Automotive Equipment Repairs and Maintenance
3. Civil Works
4. Electrical Works
5. Mechanical Works
6. General Supplying

GENERAL SUPPLY AND SERVICES OFFERED

MECHANICAL	CIVIL WORKS	ELECTRICAL WORKS
Valves and pumps all types and services	Concrete and building works	Installation of electrical cables and equipments
Automotive Equipment – Spares/Repairs - Water pumps, Motor Bikes, Compactors and Solar water pumps - Various automotive Equipment	Building, Maintenance and renovations	Fabrication of electrical panels and cable
Hydraulic cylinders	Painting works	Rehabilitation of electrical equipment
Pneumatic valves	Plumbing works	Installation of fire suppression systems
Welding accessories	Piling works	Basic electrical fittings, switches, contactors, tripping unity, fuse links, galley boxes, cable joint kit etc.
Batteries and oils	Underground piling of Building structures	Moulded cases, earth, leakages, air circuit breakers, automatic transfer switch, transformers, illumination box voltage regulator and voltage stabilizer, panel meters, power supply
Scrap metal	Carpentry and Roofing works	
Metal fabrication	All foundation and excavation works	
Installation of structural steel	Maintenance of Building and surroundings	
Demolition / dismantling of steel structure	Steel fixing and shuttering works	
We undertake reconditioning and repairs of various mechanical equipments and machinery, fitting works on components and installations e.g. conveyor fittings works	Concrete works : we under take planned construction works, structure building and all civil works, repair and replacing damaged or broken steels/pipes	

STEEL FABRICATION AND ERECTION	SAFETY CLOTHING	
Heavy structure steel worked for mining and industrial construction	Work suits	
Terraces, beams and columns	Dust coat (eg ¾ dust coat , 1 pc boiler suit, aprons/gloves	
Fabrication of chutes, tank stand and gantries	Heat resistant gloves ,elbow length	
Light and heavy fabrication	Reflective vests, Safety glass clear,	
Structure erection and assembling	Goggles for dust and grinning, welding goggles and helmet	
Repairing of loader buckets	Respirator single half mask, hard hats ,ear muffs, disposable dust mask	
Maintenance of all fabricated works and machinery	PVC rain suits c/w hood	
All pipe works and installation	Safety shoes , gross safety shoes steel top Pvc gum boots, knee length and steel toe cap	
Fabrication of chutes and launders	Ear plugs c/w cord, gloves eg candy stripe, apron Palm short heat resistant long	
Tank fabrication, assembly and installation		

