



Roles and Responsibilities Shipping and Logistics Professional

- Philosophy:** The Shipping and Logistics Professional satisfies customer needs according to the prescribed “service vision” by efficiently coordinating deliveries of ready mixed concrete, concrete products and raw materials, by complying with Delivery Professional regulations for hours of service, and building customer relationships and trust through honesty and integrity.
- Vision:**
- Integrity. Every effort is made to sincerely anticipate and meet customer commitments. When service issues arise that prevent the organization from meeting commitments, the customer is notified immediately. Untruths or factual misinformation are not acceptable under any circumstances
 - Customer Partnerships. There are many variables in ready mixed concrete shipments that make perfect service difficult to deliver. To provide optimal service, relationships with customers should be developed through honest exchanges of information, enabling the ready mix producer and the customer to run efficient, profitable businesses.
 - Speedy Problem Resolution. Problems that hinder excellent service or reduce efficiency stem from many different environmental or departmental issues, both inside and outside the organization. Often, symptoms of problems are addressed, but the root causes are ignored, resulting in recurring instances of inefficiency and diminished customer service. The Shipping and Logistics Professional identifies problems and clearly communicates with involved parties to generate short and long-term solutions.
- Demeanor:**
- Cheerful. Customers enjoy conducting business with pleasant, happy people.
 - Helpful. The Shipping and Logistics Professional utilizes active listening skills to anticipate customer needs. Specific customer requirements are identified and met.
 - Defusing Tensions. The Shipping and Logistics Professional senses the customer’s frustrations and annoyances. When Customer Service is unable to ease these difficulties, the Shipping and Logistics Professional communicates with management and the sales department to ensure the unsatisfied customer is blanketed with attention.
 - No Arguments. Negotiations are always pleasant, and arguments of any kind are unacceptable.

Honesty. Customers are not offered excuses, untruths or misinformation for substandard performance.

Trust: Proactive Communication. The Shipping and Logistics Professional forecasts business conditions at least two hours in advance, predicting issues that may occur and notifying customers at least two hours prior to a late delivery or slowdown in the rate of delivery for a particular order.
First Round on Time. The Shipping and Logistics Professional ensures first round orders are always on time, quickly reacting to unanticipated problems arising from equipment, labor, or, at times, the customer.
No Excuses. The Shipping and Logistics Professional assists the Customer Service Representative when service levels are not achieved by effectively communicating internally and externally in a truthful manner, avoiding excuses at all costs.

Efficiency: The First Rule of Logistics and Shipping. Material is not shipped until the customer is ready to handle it onsite. Trucks are not stacked on jobs, and in-yard time is preferable to time waiting on the job. Adhering to this rule provides flexibility critical to meeting the ever-changing dynamics of the ready mixed concrete business. The Shipping and Logistics Professional must employ a proactive approach to delivery, one that extends beyond simply avoiding the “red” status, which signifies late loads. Dynamic jobsite conditions must dictate shipping decisions. He or She must do all that is necessary to ensure on time delivery throughout the day.
Optimal Plant Sourcing. The Shipping and Logistics Professional understands the cost differential for different plants and, when possible, ships from the optimal plant location. Deadheading equipment is avoided as much as possible.
Up to Date Truck Tracking. Accurate truck tracking is mandatory for the Shipping and Logistics Professional to make sound business decisions. When the truck status has been “in the red”, the Delivery Professional is contacted to identify potential difficulties and optimize shipping decisions.

Safety: Hours of Service Regulations. The Shipping and Logistics Professional ensures that the company and its Delivery Professionals do not violate federal or state driving hour regulations. Before loads are sent for Delivery Professionals with 12 or more hours, the Customer Service Manager is notified. The Shipping and Logistics Professional coordinates emergency relief for Delivery Professionals with more than 14 hours of daily service.

Our Mission *To be the supplier of choice by consistently delivering quality products and services in a safe and timely manner. We will make it easy for our customers to do business with us while providing a superior work atmosphere for our team members.*

