

### DESCRIPTION:

Join industry expert Jim Wagner in this session focused at helping Concrete Dispatcher Dispatchers and Managers take their office and skills to the next level. Benefit from Jim's industry experience and good humor in analyzing how you can best improve your ability to efficiently service your customers, make cost-effective decisions, and balance the two.

### NOTES:

This session is designed specifically for the experienced Concrete Dispatcher, no matter what dispatch systems you are using.

### TOPICS:

#### History

- Of Concrete Dispatching

#### The Dispatcher's Job

- Dispatcher's goals
- Defining service and efficiency
- Problems faced by the dispatcher that inhibit service and efficiency

#### Key Performance Indicators & Operating Guidelines

- What should the KPIs be?
- Setting corporate dispatch guidelines

#### The Dispatch Environment

- Central, plant or distributed dispatch
- Office organization and equipment
- Dispatch Positions
- Staffing for best service and efficiency
- Teambuilding
  - within dispatch
  - with sales and management

#### Handling the Order

- Taking the order
  - Getting all the information
  - Telephone recording
  - Reaching consensus
- Handling the 6 most problematic order types
  - Add-on or growing orders
  - Inaccurate or overly optimistic delivery rates
  - Will Calls not released on time
  - Order backs, shortages, clean-up loads
  - Short notice orders
  - Priority customers
- Dealing with customers
- Order forms, direct order entry, order printing

