



DELIVERY TO THE RIGHT CONTRACT

All too frequently we are made aware of deliveries being made to the wrong site. Sometimes the error is noticed, and the load can be re-directed to the correct site or returned, but on too many occasions the Technical Department are asked to visit sites where remedial work is required, as the material has been installed. The examples listed below all occurred within the last 6 months.

Supplying the wrong mix to site is by far the largest cause of product liability cost to our business in the removal of that material and the placement of the correct material. Removing hardened concrete is extremely expensive and a rough rule of thumb is that it costs £1000 for every 1m³ of material supplied.

Example 1 – Re-directed - out of specification

BCM Construction Ltd placed an 80m³ pour, on load 8 the driver was issued a ticket for a delivery addressed to O’Keefe Construction but the load on board was in fact the BCM load. The driver duly delivered the load to O’Keefe but was intercepted before he discharged at the site.

The driver was then instructed to deliver the load back to BCM; however, the concrete was circa 2 hours old at point of delivery.

The Technical Manager was not contacted regarding redirecting the load and BCM chose not to reject it, resulting in potentially nonconforming material being used in the structure.

Example 2 – Delivered - installed with incorrect admixture

We had been delivering to 2 pours running concurrently, 169m³ for Amodeo Ltd and 20m³ to Holbrook Homes. The driver had not delivered to either site, but it is believed the larger pour had been discussed and the assumption was made that this was where the load was for. The delivery ticket was not checked either by the driver or on site, and the load was poured into the floor slab.

Fortunately, both mixes were RC28/35 although, due to the customer specification and preference, Amadeo had requested a low dosage of WRA to reduce retardation for power floating, the mix placed had the standard dose.

The variation in admixture dosage rates could have made power floating of the concrete slab very difficult and time consuming for the customer, this could have incurred large additional costs, which the customer would be looking to CEMEX to reimburse

Example 3 – Delivered - installed wrong aggregate size and additional parameters

A Driver was loaded with C28/35 Pump 10mm S4 and WRA, the 3rd load meant for Creagh Concrete Products Ltd. The driver failed to check the delivery ticket and wrongly delivered the material to Keller Ltd. where the concrete was used in the piling operation. Keller Ltd had ordered a C28/35 Pump 20mm S4 DC-2 with 55% Fines with a superplasticizer.

Although both materials had the same characteristic strength requirement, the additional parameters of each mix were markedly different, as would be the performance characteristics during placement.

Again, it was fortunate that the wrongly delivered material complied with the customers' requirements, and also the additional DC-2 parameters.

LEARNING POINTS

In all of the examples listed we have been lucky. On each occasion we were fortunate that the material we actually delivered had similar strength and other characteristics, otherwise these could have been very costly mistakes.

The examples are also just those that have been recorded, how often does this happen without being highlighted.....

Before we send a delivery out, we must.....

- Ensure the correct material is loaded on to the vehicle
- Ensure the correct delivery details are printed legibly on the delivery ticket
- Ensure the driver of the vehicle is aware of the customer and delivery address

Delivery drivers must

- Ensure they have checked the material is loading is completed
- Ensure they are fully aware of the customer and address they are required to deliver to

PLEASE ALWAYS CHECK THE CUSTOMER AND DELIVERY ADDRESS BEFORE THE LOAD LEAVES THE SITE AND ADDITIONALLY BEFORE UNLOADING

