QUALITY MATTERS

READYMIX

ASSIGNING THE CORRECT VEHICLE TO A DELIVERY

Delivery of the wrong material/to the wrong site can be extremely costly to our business.

In order to speed up the production process, deliveries are often assigned to a vehicle in advance of the vehicle being in place to load, however, we must always ensure the correct vehicle is in place before loading commences. Where CEMEX Go is in use and ticketless deliveries are taking place, the potential for errors in this area also exist and are perhaps more prevalent.

Example

A load is assigned to Truck A and the driver has assigned the load to their device.

Truck A realises that they have a puncture and is unable to take the load, so Truck B (next available vehicle) needs to be assigned. The Plant Manager needs to update the vehicle details in the Delivery Maintenance tool as soon as possible and advise the driver of Truck A to remove the delivery from their device.

Only after this has been done should the Plant Manager advise the driver of Truck B to add the ticket to their device. The ticket should pull through onto their device automatically when the driver has selected "add". If this doesn't happen then the driver may request some additional information i.e., ticket number and customer number to complete a verification step in the app

When an incorrect vehicle is assigned to a delivery

1. Update vehicle details in Delivery Maintenance as soon as possible

2. Contact the driver of the original vehicle, explain that the change has occurred and advise them to remove the delivery from their Driver App (if they had already assigned it).

3. Contact the driver of the correct vehicle and advise them to add the delivery to their Driver App. (This can only be done after the change in delivery maintenance has been made and after the original driver has removed the load from their device)

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IT IS BEST PRACTICE TO CONFIRM THE CUSTOMER NAME AND DELIVERY ADDRESS WITH THE DRIVER TO ENSURE THAT THE CORRECT LOAD HAS BEEN ASSIGNED SUCCESSFULLY.