



# Yard & Delivery Manager Workshop

BMSA's popular **Yard & Delivery Manager Workshop** will provide 1.5 days of instruction and discussion for managers to understand the essential best practices and powerful tools to ensure stellar performance within each area of yard and delivery operations.

## **Material covered:**

- Materials Storage and Handling
- Stopping the Leaks NOW – minimizing inventory losses
- The Maximum Customer Experience in the Yards and on the Job Site
- Involving the Delivery Drivers in the Selling Process
- The Essentials of High Level Delivery Execution
- Improving Receiving Accuracy on Stock and Special Orders
- Creating the Best First Impressions in the Yards, Warehouses, Trucks and Ourselves
- The War on Clutter, Waste and Poor Operational Standards
- Safety First – In the Yards, Warehouses and on the Road
- Using the Operational Excellence Workshop to Fast Track to Top Performance
- Role Modeling and Creating Winning Teams



Instructor: Ken Wilbanks is a highly regarded business consultant both nationally and within the BMSA community. His 30-year career in the building materials industry extends from entry level to executive responsibility.