



Direct Store Delivery / Job Site Delivery / Non-Union & Union / Flatbed / Moffit & Boom

## Customer Profile: Package Pavement, a Quikrete Licensee



**Voice of the Customer:** *"With Lily as a partner, the seasonality of our business demand is less of a challenge. Based on Lily's performance it was an easy decision to double the dedicated fleet they operate. They are the best."* Steven Broyles, Director of Operations, Package Pavement

### Start Date: April, 2004

Lily was awarded a long-term dedicated contract carriage agreement for deliveries of Quikrete Brand Bag Cement products throughout Western New England, New Jersey and New York. What makes this relationship a unique one is that it consists of both a non-union and a union labor force.

Non Union:  
responsible for all Direct Store deliveries

Union:  
responsible for all union Job Site deliveries

Moffit & Boom trained and equipped for tailgate & Off-Ground deliveries

There are over 450 deliveries made by Lily each week, and all are prescheduled by Lily On-Site Management and tracked through GPS for On-Time performance.

### Why Lily?

Lily was chosen because of Lily's proven ability to operate as a non-union and union dedicated contract carrier. In addition, Lily's commitment to Continuous Improvement. Lily provides a customized and extensive reporting database that

allows for reporting on all aspects of the operation featuring customer focused Key Performance Indicators (KPI) and the Lily Plan, Do, Check, Act (PDCA) Process. The Lily FlexFleet system provides 15 additional drivers and tractors during Package Pavement's peak seasonal summer period resulting in all deliveries being made by trained drivers with proper equipment.

### System Architecture: 24x7

- On Site Lily Management:  
1 Lily employee dedicated to Package Pavement
- Dedicated Drivers:  
15 Full Time and 15 Part Time Lily employees
- Dedicated Core Tractors:  
15 Tandem Axle Day Cabs

### Lily Management Responsibilities:

- Drivers and Productivity
- Equipment Utilization
- Store Delivery Service level
- Back-haul pickup
- FlexFleet

*Continuously Improving Supply chain Efficiency and Integrity*



Standardized Continuous Improvement process utilized since 1987

## Our Process Delivers Performance

### PDCA

results in seamless implementation - transition systems results in continuous improvement (lower cost)

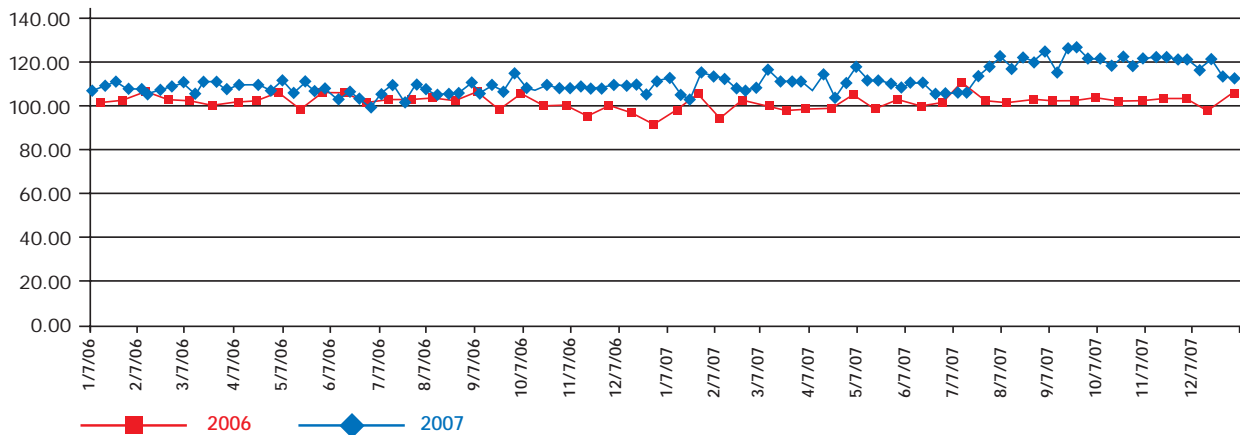
### Key Performance Indicators

to continuously track & analyze cost and service levels provides "readily-available" data for ongoing PDCA process

### Continuous Improvement Methodology

results in seamless transitions from private fleet, or other carriers, to Lily

### MSF - Manufactured Square Foot per Load (Sample)



### Performance Measurement System

An effective performance measurement system is the early warning system for problems. Lily's computer based performance measurement system provides reports that monitor our performance quality and supports the decision making process that is found in driving out cost and waste. Lily tracks the following performance measurements and can tailor any measurements to your specific operation:

- On-time versus standard
- Delay time at customers, over standard
- Number of empty miles
- Miles per gallon
- Miles per truck
- Driver productivity
- Delivery overage, shortage, and damage
- Number of drivers per vehicle
- Cost per unit
- Cost per delivery

### Delay Costs (Sample)

