BEST PRACTICE

LOCATION:	**Cement plant**	**ARTICLE YEAR**	**2011**
ACTIVITY:	**Transport & Logistics / Delivery**	**COMPANY:**	**Hanson UK**
SUB ACTIVITY:	**Product delivery**	**COMPANY LOCATION:**	**Hanson Cement Distribution**
BEST PRACTICE No:	**BP761**	**COMPANY TEL:**	**01628 774100**
COUNTRY OF ORIGIN:	**United Kingdom**		

TITLE	Run Video
Tackling the root causes of silo overfill	

ARTICLE

Description

Hanson undertook a root cause analysis of bulk delivery practices which identified that both their pricing structure and the delivery service to customers were encouraging customers with limited silo storage to over order and subsequently, ignore over fill alarms.

Offering part deliveries was a potential solution to this issue. Hanson, in conjunction with a supplier, developed a system that accurately weighs part deliveries in real time. The weighing system can be operated by the driver using a remote, hand held device. This device combined with a new pricing structure has enabled them to offer clients with smaller silos part deliveries and to introduce a milk round delivery service.

Benefits

- The new system has improved service to the customers with small silos
- It has removed the incentives for customers to take risks over ordering cement
- Reduced the potential for fatal incidents from overfilling silos
- Improved the overall quality of Hanson's delivery service and enhanced efficiency

ARTICLE IMAGES

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