



BMSA's Professional Development Series

Yard & Delivery Managers Workshop

**November 11-12, 2015
Columbus, OH**

This special program devotes a dynamic day and a half to understanding the essential best practices and providing powerful tools to ensure stellar performance within each separate, yet interrelated, area of yard and delivery operations. Ken Wilbanks, your instructor, 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.

Ken applies his Operational Excellence Methodology to **teach yard and delivery managers to be effective managers with rock solid core best practices and standards that really work!** His mastery of basics and his dynamic communication style will help your managers to grow a culture of excellence in your business for many years to come. The program agenda includes:

- 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

Here's what one BMSA dealer had to say about this program:

From the On-Time/In-Full to the Will-Call Programs and the General Leadership Training – this seminar was very helpful to our business. We brought back new ideas that we put in place and continue to find beneficial. I highly recommend it! Thad Shuler, Southern Lumber & Millwork

SEMINAR DATE, TIME & LOCATION:

November 11-12, 2015 – Columbus, OH

Exact Location of Program & Lodging Information will be sent with Confirmation Letter

Class: November 11 – 9:00 AM – 4:30 PM
November 12 – 9:00 AM – 12:30 PM



Please Register the Following People:

Company Information (please print)

Company Name

Contact Name

Address

City/State/Zip

Telephone

Fax

E-mail

**To register please complete &
fax to: 804.758.9311 or email
to: cindyh@mybmsa.org**

Questions? Phone: 800.966.4202

BMSA MEMBER TUITION:

\$ 384.00 Per Person

**For Non BMSA members: \$725 per person
& includes first year membership in
BMSA.**

*Tuition includes program and all handout materials.
Transportation, meals, lodging and incidental expenses
are not included.*

Payment Options:

- | | |
|---|---|
| <input type="checkbox"/> Check Enclosed | <input type="checkbox"/> MasterCard |
| <input type="checkbox"/> VISA | <input type="checkbox"/> Bill Us (Members Only) |
| <input type="checkbox"/> AMEX | |

Card #

Security # _____ Exp. Date: _____ / _____

**Checks should be sent to BMSA at: PO Box
18667, Charlotte, NC 28218**

Cancellation Policy: Any cancellation must be
received 20 business days prior to the seminar.
After noon on **October 14, 2015** charges are due
regardless of attendance.