



Yard & Delivery Manager Workshop

February 2 & 3, 2022 - Hickory, NC

In Conjunction With BMSA's Annual Learning Exchange & LBM Expo

This high-energy workshop will provide attendees with 1.5 days of instruction on the critical functions of yard and delivery operations. Managers will learn essential best practices and gain powerful tools to ensure top performance within each area of yard and delivery operations.

Topics Covered:

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

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.

Workshop Hours: 8:00 AM - 5:00 PM Wednesday, Feb. 2 & 7:30 AM - 12:00 PM Thursday, Feb. 3

Fees: **BMSA Members: Special Rate for BMSA Members \$565 per attendee**
Non-Members: \$765 and must be paid in advance
Tuition includes program, handout materials, & lunch. Transportation, meals, & lodging expenses are additional.
Hotel: Hampton Inn Hickory 1956 13th Ave. DR SE Hickory, NC – BMSA group rate of \$144

Important, Register Now! Reservations will be accepted on a first come, first serve basis. Cancellations received less than 14 business days of the workshop will forfeit their registration fees.

Attendee Name	Attendee Title	Attendee Email

Number of Attendees _____ Amount Due \$ _____

Company _____ Phone _____

Address _____ City, State, Zip _____

Company Contact _____ Email _____

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