



Load Assurance Case Study

How Heidelberg Materials Limits Rejected Loads and Keeps Drivers Productive

The Challenge

Heidelberg Materials North America, a leading producer of building materials, aimed to reduce the potential for rejected loads and keep drivers productive and happy, while also identifying a solution that aligns with their corporate sustainability objectives. The company sought solutions to streamline testing processes and retain skilled drivers.

The Solution

The company considered multiple potential solutions and ultimately selected Command Alkon's Load Assurance for its unique technology and unmatched measurement accuracy. Not only did the technology stand out from other solutions, but Command Alkon's personalized service set them apart from other providers in the market.

"There was no other product that came close to the accuracy of Load Assurance."

- Scott Kelley, QC Manager



The Results



Driver training time is reduced by **50%**



3% of returned concrete is reused



Enables accurate load data for **250+** team members



Active on **100** trucks and used by **150** drivers

Contact Us

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The Mission

Heidelberg Materials North America, a leading producer of building materials and solutions, strives for continuous improvement and consistently looks for ways to improve the efficiency of their daily business operations. Recently, the company looked at streamlining internal processes and systems within their ready-mixed concrete businesses. Their objectives were to reduce the potential for rejected loads, keep drivers productive and happy, and to secure a solution that aligns with their corporate sustainability objectives. Scott Kelley, QC Manager, sought a solution that would help them reduce the time and resources required to test concrete, especially during transit and when arriving at the job site. The company was also contending with a lack of skilled labor since finding drivers who were experienced concrete technologists made it challenging to attract and retain quality talent.

In Their Own Words

"It takes good management support and a team that stands behind the technology. It was a culture change, and with it we have greater confidence with the reliability we get from the Load Assurance data."

"After implementation, we noticed post-load times started dropping. We can measure and control these times now."

"We don't have to hire an experienced concrete technologist, which opens the talent pool for drivers in an already challenging labor market."

Real-World Results

Before Load Assurance, Heidelberg Materials did not have a reliable way to capture their in-transit load data.

One of the biggest benefits for our business is returned concrete has never been something that we could accurately measure until now. And it's a repeatable process now.



Sustainability

Reuses **3%** of its returned concrete from its total production volume.



Data Driven

With the data doing the heavy lifting, new drivers become productive **50%** faster.

The company now onboards drivers faster, avoiding the need for an experienced concrete technologist and expanding the talent pool in a tight labor market. Post-load times have significantly improved since implementation as well. They now have the ability to measure and manage these times effectively.

Learn More

Streamline your operations with Load Assurance. [Click here to learn more.](#)