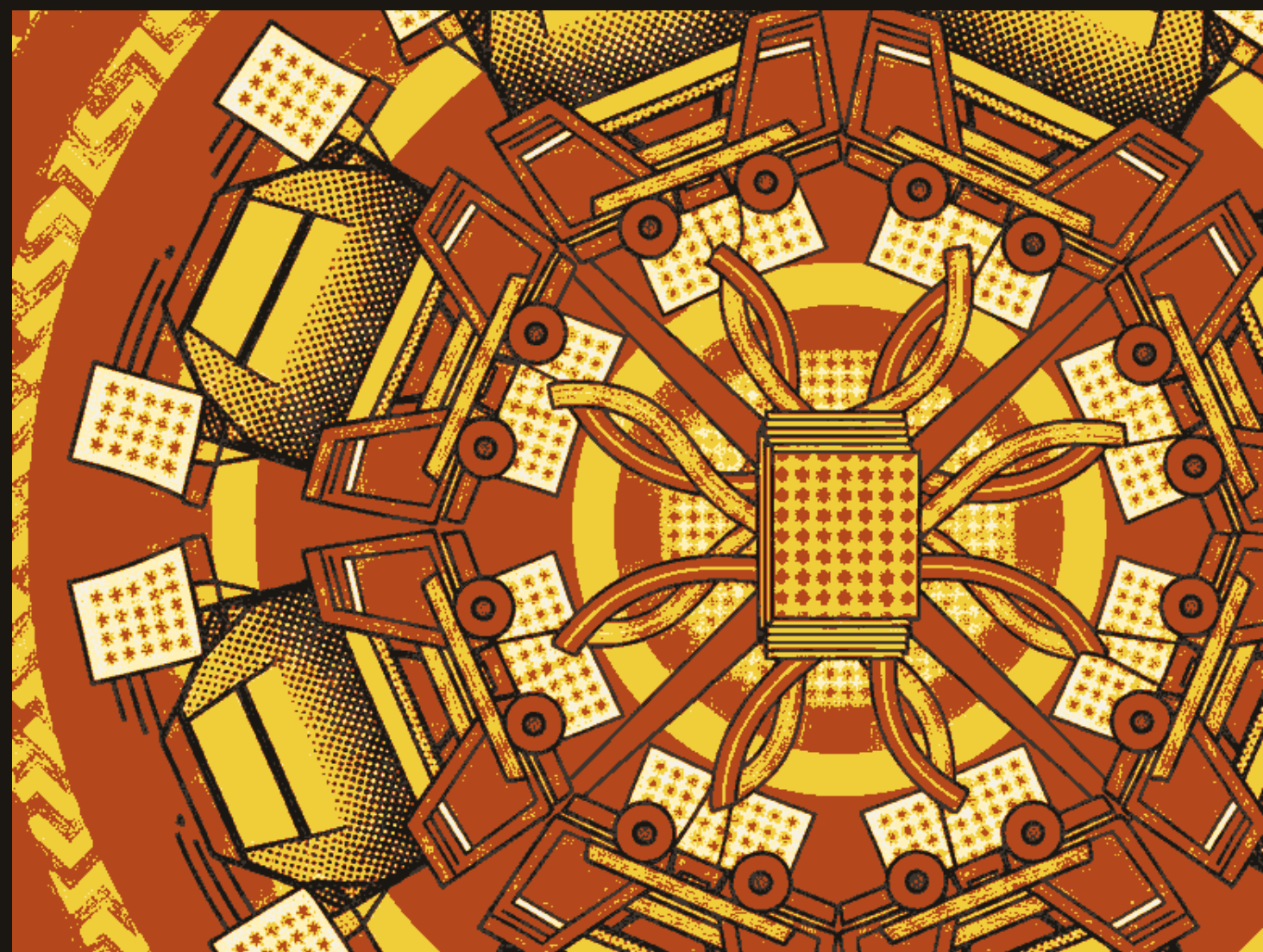


THE STRAIGHTFORWARD  
GUIDE TO

WF-10

# DELIVERY TICKETS

*The only record of that Tuesday is four people's memory of it*



# WHAT YOU'LL LEARN

**PP 2-3** The paper already in your hand .....

**PP 4-5** Why nobody reads it together .....

**PP 6-7** What a ledger changes .....

**P 8** How do I start? .....

**BONUS** Shop-floor facts .....



PREPARED FOR  
NEW ENGLAND COMMERCIAL CONCRETE  
CONTRACTORS

# ONE TRUCK, ONE SLIP

*The paper already in your hand*

**E**very ready-mix truck hands the foreman a paper slip at the gate. Nobody has to be persuaded to create it, nobody has to be trained to fill it in, and it is written before anyone knows whether it will matter. It is the only record of what actually turned up.

Three things on it are facts about the concrete rather than facts about paperwork. What was batched, against what the job specified. The time it was batched

and the time it arrived — concrete begins hardening the minute it is mixed, so the gap between those two stamps describes the material itself. And how much was on board, including any water added on the way.

That is a complete account of a delivery, produced free, at the gate, by somebody who is not thinking about arguments. The trouble is never that the slip is missing. It is that the slip is alone.

## THE NUMBERS

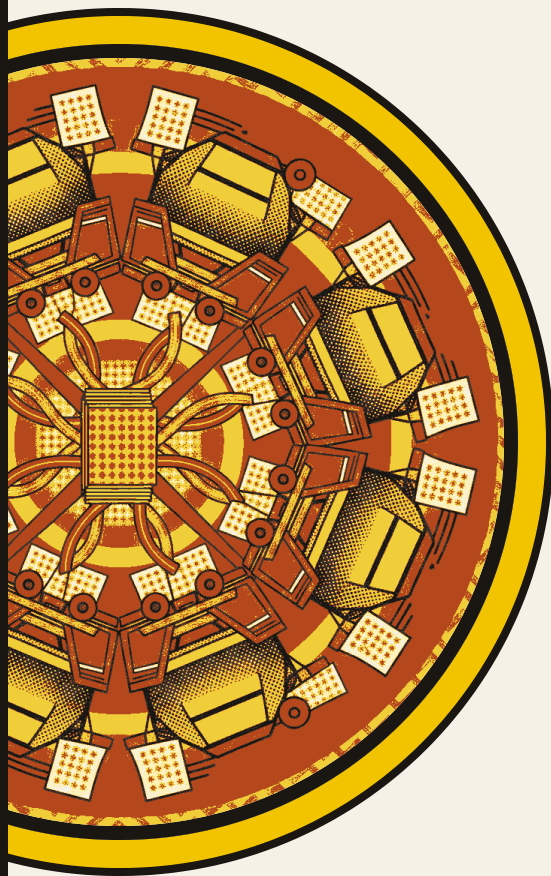
A pour day is a stack of slips, one per truck, each written by a different driver at a different hour. Any one of them can be the one that matters, and none of them announces itself.

## WORTH KNOWING

The mix that was ordered and the mix that was batched are two separate fields. They are usually the same. The day they are not is the day the slip stops being routine paperwork.

## THE TAKEAWAY

Nothing new needs to be written down. The record already exists — it has just never been read as a set.



**SLIPS & TRUCKS**

Found four in a door pocket.

**SHOP-FLOOR FACT: THE CAB** Slips ride in a truck cab for a week before they reach an office. By then nobody can say for certain which one came when.

# FOUR WEEKS LATER

*Why nobody reads it together*

**N**obody on the job thinks the slips are worthless. Reading them together is simply an evening of work, and the evening is already spoken for by the next day's pour.

So they go in a folder. The folder is opened when there is an argument, which is the exact moment it is too late to change the answer. The strength test comes back four weeks after the concrete does, and

by then the only record of a particular Tuesday is four people's memory of it — four people who were busy, and who now disagree politely.

The gap is not diligence. It is timing. Everything needed to settle the question was in somebody's hand on the day, and the day is the one window when it could still have been fixed.

## THE NUMBERS

Two numbers rarely meet: what went in the ground, and what was invoiced for that day. Both are knowable on the day and are usually compared much later, if at all.

## WORTH KNOWING

This is not a specification. Your own project documents and your state highway department's spec govern what is actually required, and they differ — check any list, including this one, against yours.

## THE TAKEAWAY

An argument you cannot win with paper you already had is the most expensive kind of paperwork there is.



Learned that one twice.

**SHOP-FLOOR FACT: THE SMUDGE** A slip too smudged to read is not a number to guess at. Photograph it on the day, while the truck and the driver still exist.

# “The test came back four weeks later. By then it was four people's memory against a”

**ON THE RECORD, OFF THE LOT:** The Foreman is a character from the Mr. Wilson field film — written from the construction dive and played by an actor. A composite of what the research found. Not a client, and not a customer testimonial.



## The Foreman

COMMERCIAL CONCRETE · NEW  
ENGLAND

### What does the plant hand you?

— A slip, at the gate, one per truck. What was batched, when, and how much.

### Where do they go?

— A cab, usually. They ride around for a week before anybody sees them in an office.

### When do you read them?

— When there is an argument. Which is exactly when it is too late to change the answer.

### What would you rather?

— Read the day the same evening, while the truck and the driver both still exist.



## AND FROM THE OTHER SIDE OF THE DESK

*“The ledger hands me the day on one page. I initial it before anyone goes home, and I would not want that any other way.”*

MRS. WILSON · SHE RUNS THE  
SHOP · ALSO A CHARACTER

# SO HOW DO I ACTUALLY START?

The audit is free and it reads paper you already have. Here is what a delivery ledger does once it is running:

- 1 Reads what exists** ..... A photo or scan of the slip, your order sheet, your billing sheet. Nothing new to fill in.
- 2 Flags the gaps** ..... Trucks that waited too long, concrete that was not what was ordered, and what went in the ground against what was billed.
- 3 Never guesses** ..... A slip it could not read prints UNREAD with the photo attached. It does not invent a number for a ticket it could not see.
- 4 Leaves you the evening** ..... The day is settled the same evening, while the truck and the driver both still exist. Somebody initials the page before anyone goes home.

**One fix at a time. You keep the keys.**

**MRWILSON.TECH**

