

# COMMUNICATION PLANTS – LAYDOWN – QA/QC

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**D** || DELTA

A COLAS COMPANY

# CECILIA CAIN

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- Delta – Cape Girardeau, Missouri
- 15 Years Experience
- Operations – Estimating, Project Management, Construction Manager, Chief Estimator
- MAPA Involvement
- Strong Communication Link Between Field, Asphalt Plants and Quality Control



# GAME PLAN

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- Share Experiences & Best Practices
- What Goes Wrong
- How Can We Improve
- Communication Acronym to Keep in Mind



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# THE PERFECT DAY

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# WHAT GOES WRONG?

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# REDUCE SURPRISES

Share Accurate Information

Hearing Isn't Listening

Involve The Right People

Timing Is Everything

# S - SHARE ACCURATE INFORMATION

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## **Importance of Accuracy**

Accurate communication prevents material waste, quality issues and cost overruns in projects.

## **Leveraging Technology**

Technology like e-ticketing and real-time data sharing ensures current information access across the team.

## **Building Trust and Efficiency**

Accurate information fosters trust among teams and keeps operations efficient and reliable.

# S - SHARE ACCURATE INFORMATION

## **When S Goes Sideways....**

Incorrect Loadout Times or Locations

Wrong Project Information

Mix Design Changed But Not Confirmed

## **What Actually Works?**

Dispatch Reports

Technology – E-Ticketing & Tracking

Early Heads Up, Even if Details Aren't Final

## **Rule of Thumb:**

If It Matters, Confirm It.

# H - HEARING ISN'T LISTENING

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## **Active Listening Importance**

True listening requires understanding and confirming instructions, not just hearing words.

## **Risk of Miscommunication**

Misheard details in high-pressure jobs can cause costly mistakes and safety hazards.

## **Techniques for Clarity**

Repeating instructions and asking clarifying questions ensures message comprehension.

# H - HEARING ISN'T LISTENING

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## **When H Goes Sideways...**

Repeated Conversations – Time Consuming & Not Efficient  
Wrong Materials  
Delays

## **What Actually Works?**

Confirmations  
Slow Down Critical Info  
Be in the Moment, Call Back

## **Rule of Thumb:**

Heard Isn't the Same as Understood

# I - INVOLVE THE RIGHT PEOPLE

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## **Include All Stakeholders**

Involving Plant Operators, QC Teams and Project Personnel Ensures Everyone is Informed and Aligned.

## **Prevent Delays and Misalignment**

Excluding Key Individuals Leads to Communication Gaps Causing Project Delays and Misalignment.

## **Establish Clear Guidelines**

Clear communication channels and promote timely information sharing and accountability.

# I - INVOLVE THE RIGHT PEOPLE

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## **When I Goes Sideways...**

Truck Shortage  
Surprise Customers  
New Mix Designs

## **What Actually Works?**

Daily Call – Include Everyone  
Aware of External Customer Needs  
QC Looped in Early

## **Rule of Thumb:**

If it affects the output, they're in the input.

# T - TIMING IS EVERYTHING

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## **Temperature-Sensitive Material**

Asphalt mix is temperature sensitive and cooling can impact compaction and pavement quality.

## **Importance of Timely Updates**

Immediate communication allows teams to quickly adjust and avoid delays.

## **Real-Time Monitoring Tools**

GPS tracking and alerts help monitor truck locations

## **Maintaining Project Schedule**

Prompt communications keep the project on schedule and uphold pavement quality standards.

# T - TIMING IS EVERYTHING

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## **When T Goes Sideways...**

- Production Change
- Missed QC/QA Sampling
- Last-Minute schedule shifts
- Phone Blowing Up

## **What Actually Works?**

- Weekly Schedule
- Update as things change
- Live Notifications

## **Rule of Thumb:**

A rough draft early is worth more than a polished one too late.

# IN SUMMARY



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**Share Accurate Information**



**Hearing Isn't Listening**



**Involve The Right People**



**Timing Is Everything**

# THANK YOU!

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