



# The Rock Solid News

LITTLE ROCK FARM *Trucking*



## Mark's Message

May 2008 - Old VS New

### Continuous Improvement

Sitting in your chair, do you ever wonder what would happen if you changed your routine? Do you ever day dream to a better way of completing the same task by seeing a step or two that isn't necessary or a wasting time? If the answer is "YES", you are thinking of continuous improvement.

Little Rock has undergone many changes lately within the office structure to better serve our customers and driver relations. Some changes have been so minor that drivers will never notice. Other changes have been so big that it causes doubt for some who don't believe it can be achieved.

Dispatch has seen many drastic changes over the last several years in the level of communications. Once a dream for drivers to not have to call a broker for customs clearance has now been simplified to utilizing the internet without human contact.

The Fast Card program was a pain in the butt when the transition was taking place, but the long term affects of its usage with simplifying and speeding up border crossing is finally upon us now.

It's the dreams and ideas of people who can affect change. It's the questioning of procedures that gives way to new ideas.



Adopting changes are hard for many to accept. Some changes are required because the old way has become obsolete or isn't working as well any more.

To some, they would like to see immediate positive affects of an implemented change. Reality is a change has to be measured long term and may encounter many speed bumps along the way. Sometimes the idea is a good one, but other things need to be overcome and the idea evolves into something even greater. What's your ideas? You are the expert of your area, what could you do differently to help you do your job better? ☺

### A Payroll Deduction Right To Your RRSP

Did you know that Little Rock can deposit money directly into a TD Securities Future RRSP on pay day? Little Rock doesn't match or provide benefits to the RRSP and it's yours to control. You can simply go to TD Canada Trust and open up a RRSP and Little Rock will automatically throw money into your RRSP. There is a minimum of \$25.00 per deposit required by TD and is a great way for you to build up an RRSP directly from your paycheck. If you leave Little Rock, there is no service fees, no money lost, and we simply stop putting money into your RRSP account. It's that easy! ☺



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### Let's Play Bumper Stumpers Can You Figure Out These License Plates?

TYRDFHM	WL NRMD
W8L8R	sIR5L
SLIIFPI	PLEEME
FONFUN	IONA711
URNME	IMNXTC
KRTRIJ	IMNLEN

### Gearing Up For Spring

Get the LRFT Gear to match your truck. Choose from a winter coat, spring coat, two styles of polo short sleeve shirts, denim shirts with embroidered LRFT Logos or even a simple dark blue t-shirt with a silk screened LRFT Logo. All styles and sizes are in stock at a fair price.

### Farwell Teri

Teri aka our "Chicken Lady" decided to leave us in April. She has big shoes to fill as her dispatching board is a tough one to manage.

The live haul board can throw a wrench at everyone with variables that are beyond the control of our staff. Dealing with customers, farmers, Agriculture Canada, Customs, and finalizing the schedule is a large task to see through each day. Shipping live poultry, scheduling wise, is a tight running operation. Our drivers know this the best.

She was obsessively organized and had things under control. Problems would arise and Teri would come up with ingenious ideas to solve them.

We will miss her laughter and fun contributions to the office's theoretical psychology conversations. We wish her well in the future ahead. ☺

### Scheduling In The Coop

Live Poultry Hauling is a game of chess when it comes to scheduling loads, trucks, trailers, and drivers. Here's a little background how it comes to be.

1. We receive a spreadsheet telling us we have 50,000 birds for pick up at a farm at a certain weight per bird. We received this on Tuesdays. We have to break down the 50,000 into truck loads based on the weight.
2. Once we know the breakdown, the farm must submit to us health papers broken down by the truck load for customs clearance. This can be up to Friday before we receive them all.
3. The customer can change the load counts several times throughout the week, which causes us to re-schedule several times.
4. By Friday, all the pieces of the puzzle are known and from that, we have to arrange catchers, contact each farm, and start assembling our drivers into groups.
5. Customs has to be submitted to the border by 2pm FIRM the day before.
6. We also then have to start building our schedule with factors such as load times, mileage, and driver availability.
7. Drivers are then contacted with the dispatch start up schedule late Friday afternoons.

When we call for dispatching, it is not the time to say you have other obligations or limitations to your work schedule. By the time you receive the call, farms have been contacted, Custom Brokers, Agriculture Canada, Catchers, and truck and trailer assignments have been made and inputted into our dispatch program.

If you have something out of the ordinary, please contact us no later than Thursday Morning for the next week coming. By the time we dispatch late Friday Afternoon and we receive knowledge that you were unavailable, it is too late for us to find an alternative person or start changing up the plans.

We want to work together with you and changes that are found out late minute create an enormous administration ordeal to solve. Thank You In Advance. ☺

### Church's Role Increases

For any payroll discrepancies, Human Resources, and driver issues... Don Church is now the dedicated person to approach. The ladies upstairs are not as informed to decisions because they are not in the direct communications loop. This is another strategic move to streamline the internal communications and to solve issues faster.

### Welcome To The Rock

**Paul Sarhan**



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## Top Cop of the Rock



Imagine being the person fielding calls from authorities questioning the safety and legalism of Little Rock. It is difficult to give answers to why people do what they do and how Little Rock intends to improve. Somehow our Sandy makes it work.

Sandy is our cop and it's an extremely stressful job in balancing safety, legal, and profit at the same time. Rules are getting more difficult to adhere to and some rules change without any advance warning.

Sandy is tucked away on the upper level and away from direct driver contact. For many drivers, they only see her when it comes time for log book or violation review. It's tough to be the person who rarely sees drivers and when they do, it's a slap on the wrist.

Sandy wants us all to have a safe work environment and is accountable to answer to authorities when things go wrong. Sandy always appears quiet and tucked away up stairs, truth is... she's a warm compassionate person who legitimately cares about people. She's been one of the people who has surprised me the most in the office because her sense of humor is so refreshing.

## Little Rock Adjusted To Market

Little Rock ended a contract that was operated out of London by Mark. It wasn't a light decision as it impacted the loss of some driving positions. This decision wasn't based on Little Rock's lack of ability to service the contract or driver's performance to the customer and Little Rock. It came down to a contract review.

With fuel rising, the customer was unwilling to adjust the fixed rate to match the running costs of trucking. At the end, each trip was in the minus numbers and costing Little Rock money to keep the contract. How long do you keep a contract where the trucking company is subsidizing the shipping costs?

We want to assure you that Little Rock is adjusting to the meet today's market trends and unwilling to ship things for free. We believe in being competitive in a fair marketplace.

It was with great sadness to let go some amazing individuals that made us all proud. Though we are family oriented, times like this prove the almighty dollar must be observed. ☺

## Chicken Haul Changes

By now, Ann will have been with us for two months working out of her little office in Milton Ontario. She is the controller for SF Live Haul for Little Rock and is working directly with our customer on a more personal service oriented level.

Many of you have now met Ann and realize her importance to being in Milton. Ann's presence gives us the ability to service and help drivers who are roaming the city. In fact, we have many drivers that have rarely ever been to Walkerton because they are based out of the city.

We implemented a dispatching change for the way the live poultry driver envelopes are being handed out. We used to give a driver their entire week's worth of work at one time. It was a good idea, but a terrible idea when things were going wrong such as catchers being late, mechanical breakdowns, and farm issues causing delays.

We are now handling out the first envelope and the driver's must get their remaining envelopes as they complete the last trip from Lodge in Brampton. The problem that was occurring is when drivers are late and holding onto the next envelope, their envelope contains border crossing original pars stickers that match the load and cannot be easily passed to someone else if a change has to be made. This made dispatching extremely difficult and inflexible. Also, a driver knowing that their next appointment time is going to be interrupted because of a delay, it causes unnecessary stress, anxiety, and anger.

Knowing an entire team of trucks will be late, it gives us the power to call up the next farm and adjust the catcher's times to suit our changes to the schedule. Drivers can be assured that we are working in their best interest. Communications with our dispatch is important to let us know if something is happening at a farm that we can help you with. Truth be told, you are all doing a super job in communicating when issues are arriving at the farms.

This is new for us dispatching in this manner and we are learning the lessons of what works and what doesn't. We have already found ideas through our drivers on how to make it better. We appreciate your thoughts and ideas.

We understand that trucking is an extremely tough job, even though the average Joe may think trucking is so easy. We are looking to improve all aspects of our business so that we all may do our jobs to the best of our abilities and try to reduce the amount of stress as possible. ☺



## Ray Pennington's Random Thoughts



Chronic complainers get neither sympathy nor attention... Never pick a fight with someone who has nothing to loose ... Middle age is when you begin thinking your emotions are symptoms... Wasn't the world better before charity changed from virtue to tax deduction? ... Try to keep your chin up without sticking your neck out... If you must be pushed and are easily upset, you're just in a wheelbarrow... Isn't it fun to look in expensive stores and see all the things you can do fine without? ... Don't trust your mate's judgement—look who they are married to... Today's young women aren't excited by the lines in the new cars—they've heard them all.



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### Streamlining Payroll

Effective immediately the payroll team is being streamlined to a simpler process of skipping the secondary audit phase. The secondary audit was going through each driver to ensure they have handed in their envelopes to make sure the drivers were paid.

If a driver hasn't turned in an envelope, the envelope will be skipped and when submitted, will be pushed to the next pay period.

Drivers will need to submit their envelopes by the Saturday prior to the pay Friday or it will not be processed in time. Envelopes that miss the cut off will be pushed to the next pay period for pay out.

If a driver knows that they will not submit their envelope on time, it is up to the driver to contact a member of management to make alternative arrangements for a cash advance.

Envelopes that are missing will not be researched as we had been doing up until now.

This strategic move is a way for the office staff to simplify the enormous payroll duties. It takes too long to hunt down drivers to ensure they are paid on time. Handing in your trip envelopes in a timely manner and before cut off will ensure you will be paid on time.

### Performance Bonus Incentive

Our safety bonus is really just bonus for a clean driving record with Little Rock and is something that is over and above the Little Rock wages. We are all entitled to it when starting with Little Rock after completing the first three months. Our driving determines if we keep it going or not.

The safety bonus amount is determined based on your mileage and the safety bonus adds up fast. It's great to be rewarded for a clean driving record.

In the case of receiving tickets, accidents or vehicle damages on the road, the safety bonus is in jeopardy of losing it temporarily. Little Rock doesn't want outstanding fines not paid. Little Rock will pay the fine but withdraw the amount from your safety bonus to compensate.

In the case of damages, the final totals are tallied up. Little Rock determines how many miles it will take to pay the loss as a result of the situation. As soon as the driver completes the required mileage to pay for the damages, the driver is then awarded to receive their safety bonus on a regular basis again.

### Taking Holidays?

Remember to book your holidays, we require at least two weeks notice. Please book your holidays asap with your main dispatcher. Holiday time is awarded on a first come first serve basis. Allow us to plan ahead to better serve you.

### I'm The Computer Generation

In coming into Little Rock's office, my computer knowledge was sought to see exactly what I had up in my brain. Dispatch has become very computer intensive from reading dispatch screens and data manipulation.

In high school, computer courses were finally offered and I had bought my first computer which was an IBM 286. From blocked graphics to 16 colour... I was hooked.

I studied engineering and was a car designer but in the age where hand drawing and computer drawing were overlapping. I was told to write in upper case letters for years. Since computers have become a huge part of my life, my writing is terrible because I spend more time typing out everything. In fact, I type 61 words per minute accurately. Try to beat that! ☺

My engineering background and need for continuous improvement are very strong. I am extremely analytical when it comes to solving issues. I like a start, middle, and an ending. I've seen changes at Little Rock by questioning procedures and seeing exactly what our programs can do. Some things our programs can do are not utilized to the fullest for us to better serve everyone.

I've never seen such a diverse program as our dispatch fleet. It is a hard program to learn and most of it through trial and error. What appeared to be lines of data that go into the after life are now making sense at a quick glance. It's like I can read the green writing from the MATRIX.

Computers don't intimidate me, and in fact, I am sure I have an addiction to using one. With computers comes responsibility and understanding of how it comes up with data.

We buy programs to help us in our lives and we enter in data to give us answers. We are at the point where we accept the answers to be correct without much thought to it. Computer says it's true, therefore it is. OR IS IT?

Sometimes our truck satellites suddenly sees a truck in the mountains of British Columbia, even though it was sitting in our yard earlier that day. Makes us realize we need our brains.

Mark and I were working on a program and some of the number calculations appeared weird. In fact, it caused us to be alarmed with the results. Something wasn't sitting right with us and together we decided to do a cross check of data with another program. It would turn out that our program wasn't considering all the variables which we thought it should have been. It wasn't a waste of time. It is good to question things. If we never questioned anything, the road for continuous improvement is never paved for a better future. ☺





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## LITTLE ROCK FARM Trucking



### Scenes Around The Rock

Andrew Installing New Tires



Pre-Tripping With Pfeffer



Trevor Fixing Crates



## COMPUTERIZED EQUIPMENT HELPS

### US

By: John Reuber

As times change many things within our equipment change also. This is what I call coming from the old way of doing thing to the new way. With electronics we are very seldom in control of what is going on with in our trucks systems. Prior to electronics the driver was held much more responsible for damage to mechanical parts, today if an engine is low on coolant the truck is disabled in a way forcing the driver to correct the problem. What might seem like a very drastic problem my only be something as simple as low coolant therefore drivers need to have some insight as to what to look for when a light come on in there truck.

The first thing to understand is that nothing can replace a good circle check. Looking for leaks, unusual movement in parts, rubbed or chafed line, loose belts, rust streaking on wheels, unusable noises and fluid levels are the key to keeping you and the truck off the side of the road.

The first light is yellow this mean that there is a problem that needs to be addressed. Along with this light you may find that there is no power although you may still be able to go. The next is a red light this means that the truck is going to shut down or already has. With the 2007 engines and DPF there are more lights on the dash that alarm us of problems with the pollution control system. I'm not going to get into to much of DPF lights as all tractors have books in them to tell the diver of probable causes for the light coming on.

The key to helping you get back on the road is getting information that is helpful. There are some questions that are going to be asked of you that are imperative. As silly as it may seem you are going to be asked if all your fluid levels are up. Low coolant and low oil can cause the yellow light to come on and derate your truck. What are the gauges reading? The gauges are there to assist us in making good decisions as to where to look for problems. Unusual oil presser, low or high voltage, air filter restriction, fuel filter restrictions are all key to diagnosing problems. In most cases we will be able to get you going at least to a place where we can have the problem resolved. The good thing about electronics is the ability to diagnose problems. Most trucks today have this ability for the driver to check engine codes and this is how. **Turn your key on, turn your cruise control off, push your resume switch to resume and hold for 5 seconds, the codes will begin to flash, there will be a series of flashes and a small break then another series of flashes a long break witch is the start of a new code. Codes are 2 digit numbers and there may be more than one code.** On our new trucks the dash has a electronic dash that is accessible through a screen on the dash the owners Manuel will guide you through the necessary steps to retrieve engine codes.

**In short, to help us get back up and running as quickly as possible and before you call follow these steps.**

- Do your circle check, be sure fluid levels are up and no visual leaks and belts are all on
- Keep an eye on gauges
- If the check engine or stop engine light is on try to retrieve engine codes



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## Scenes Around The Rock Our Signage!



## Darlene Smiling Doing Logs?



## Have A Safe Trip!



## Our Dollies



## The Rock That Isn't So Little



## LRFT GEAR

Clothing That Works As Hard As You Do!



2 Types of Golf Shirts



Removable Lining Denim Jacket



Dark Blue T-Shirts



Black Windbreaker



Beige Denim Long Sleeve



Blue Denim Long Sleeve

### Prices:

<b>Pacific Removable Lining Denim Jacket</b>	<b>\$84.00</b>
<b>Stormtech Wind Breaker</b>	<b>\$59.00</b>
<b>Long Sleeve Blue or Beige Denim Shirts</b>	<b>\$29.00</b>
<b>Short Sleeve Denim Shirts</b>	<b>\$29.00</b>
<b>Short Sleeve Golf Shirts, Light Brown or Beige</b>	<b>\$25.00</b>
<b>Short Sleeve T-Shirt - Silk Screen LRFT Logo</b>	<b>\$15.00</b>

All LRFT Gear, except for the T-Shirts, have embroidered Little Rock Farm Trucking Logos sewn right onto the shirts. We have sizes from XS – 2 XL. Most sizes and styles are in stock. Check out the glass display cabinet in Dispatch Central Walkerton's Location for a closer look.