

# ***CONCRETE DELIVERY PROFESSIONAL PEC***



**Eng. Omar Javier Silva R.**

**Program Coordinator, Iberoamerican Federation of Ready Mixed Concrete - FIHP  
Chief of Publications, ASOCRETO**

[osilva@asocreto.org.co](mailto:osilva@asocreto.org.co)



Las informaciones y conceptos expresados en esta conferencia se hacen con el propósito de divulgar e informar de manera general sobre los temas relacionados con el concreto.

La FIHP no es ni pretende ser asesor de proyectos específicos. Cualquier duda en relación con obras específicas debe ser consultada por el interesado con los diseñadores e interventores de la respectiva obra.

El uso que se haga de las informaciones y conceptos aquí expresados no conllevan responsabilidad alguna para la FIHP ni para los conferencistas, ya que debe ser utilizada por personas idóneas bajo su responsabilidad y criterio. Esta información no sustituye las funciones y obligaciones de las personas contractualmente responsables de la concepción, ejecución y vigilancia de los respectivos proyectos. Los conceptos expresados no son asesoría para una obra en particular.

Ninguna parte de esta conferencia puede ser reproducida, almacenada en sistema recuperable o transmitida en ninguna forma por medio magnético, mecánico, fotocopia, grabación u otros, sin previa autorización escrita de la FIHP.

# About FIHP



# About FIHP



Argentina  
Bolivia  
Brazil  
Colombia  
Costa Rica  
Cuba  
Ecuador  
Spain  
Guatemala  
Honduras  
Mexico  
Nicaragua  
Panama  
Paraguay  
Peru  
Portugal  
Puerto Rico  
Uruguay  
Venezuela



LABOR COMPETENCY CERTIFICATION PROGRAM

# CONCRETE DELIVERY PROFESSIONAL CERTIFICATION



Based on the program  
CONCRETE DELIVERY PROFESSIONAL (CDP)  
from NATIONAL READY MIXED CONCRETE ASSOCIATION



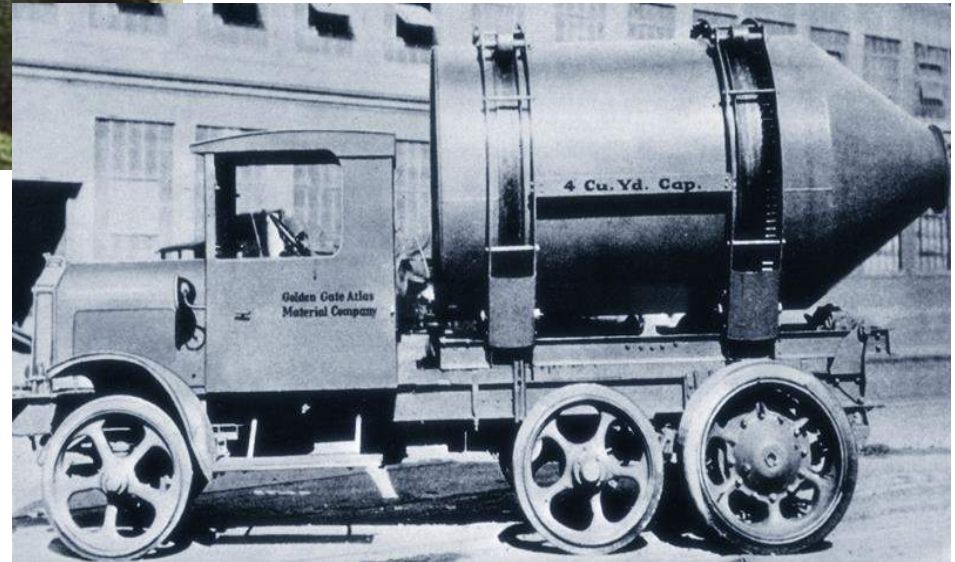
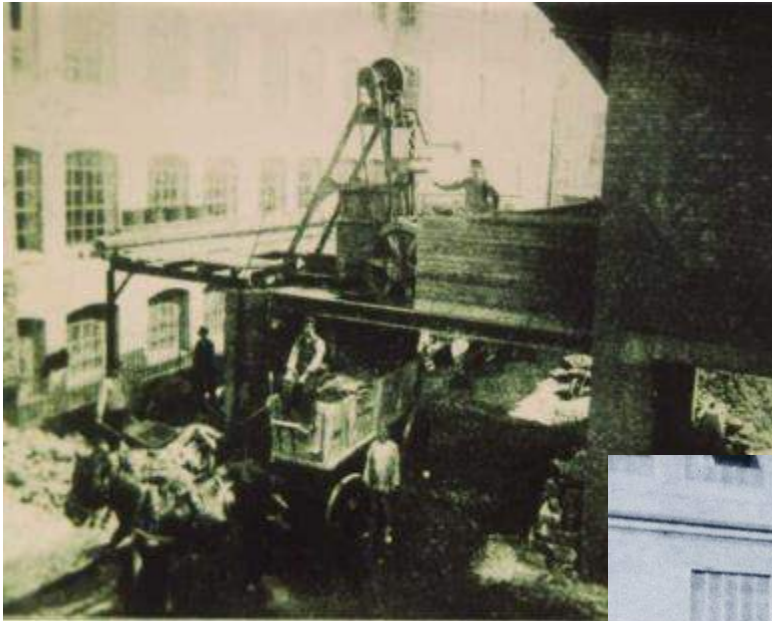
# Driving a mixer truck... ;It's different!



# ¿How many horsepower does a mixer truck have?



# It has developed...





# It has developed...



# It has developed...



# It has developed...



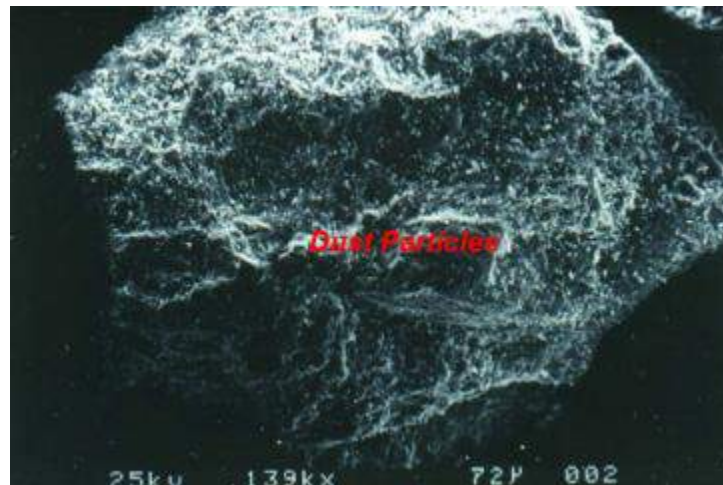
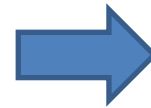
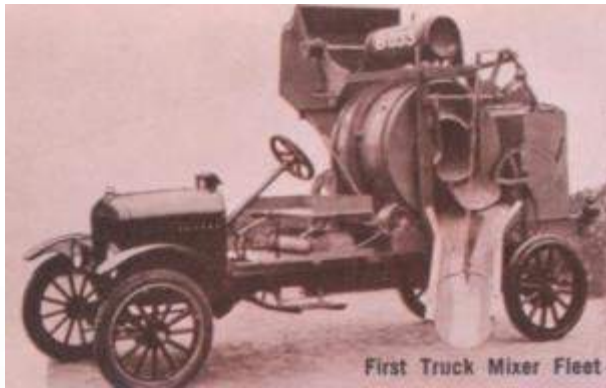
It has developed...



# It has developed...



# The future



# ¿WHAT IS PEC?

It's a program whose objective is to increase the operational standards of the industry drivers through professionalization in the following areas:

1. Product knowledge
2. Environmental issues
3. Customer and company relations
4. Safety
5. Vehicle maintenance and operations

# OBJECTIVES

- Improve the image of the industry
- Professionalizing drivers
- Increase customer satisfaction
- Decrease accidents
- Increase productivity and improve working conditions
- Implement best environmental practices
- Improve the competitiveness of the industry
- Certification of driver's competence



# ORIGIN

The program has its origin in the United States of America, in the early 60's, as a response to the numerous failures in works made with concrete. Those failures were affecting the status of the material.



# THE PROGRAM



- Since 2000, NRMCA's program was implemented, and also, a Sales Professional Certification Program.
- At least 50 companies in USA have adopted the program as the base program to complement their workouts.
- Approx. 2.000 drivers certified per year.

# READY MIXED COMPANIES TESTIMONIALS

- Less accidents and legal problems
- Less returned concrete
- Lower maintenance cost
- Lower insurance premium
- Customer satisfaction increase
- Driver performance improvement
- Improvement in the company's individual training programs.
- **Best image of the industry.**

The program is the

**LOWEST COMMON DENOMINATOR**

of what its expected of a mixer truck  
driver

The stamp of each company in the program is very important because

**IT SHARES A COMMON KNOWLEDGE**

and will accomplish all the particular needs of each company

- *Organizational culture*
- *Equipment*
- *Learning programs and existing training level of the staff*

# ¿WHAT´S EXPECTED FROM A PEC?

- Better technical knowledge
- Improved environmental issues
- Better customer relations

...

...

...

- SERVICE

# ¿WHAT´S EXPECTED FROM A PEC?

## SERVICE:

- Punctuality
- Clarity
- Honesty
- Product
- Price
- Good attention

# ¿WHAT´S EXPECTED FROM A PEC?

Less accidents



- To know how to handle heavy vehicles
- To know the rules of transit
- To respect his life and the others life
- To be responsible



# ¿WHAT´S EXPECTED FROM A PEC?

Better knowledge of equipments



# CONTENT

## Part 1: Training

### Pre test

- Determine the current level of knowledge of drivers
- Identify the issues and points to reinforce
- Evaluation and results

By driver

By module

Per course

By company

# CONTENT

## Part 1: Training

### Methodology:

- Groups of 20 or 30 drivers
- 5 areas of training
- Theoretical and practical training
- Classroom training
- Evaluation by module



# CONTENT

## Part 1: Training

### AREAS

1. Product knowledge
2. Environmental issues
3. Customer and company relations
4. Safety
5. Vehicle maintenance and operations

# CONTENT

## FASE 2: Recognition



# 1st Iberoamerican Championship of Mixer Drivers

Mar del Plata, Argentina



# 2nd Iberoamerican Championship of Mixer Drivers

Antigua, Guatemala



# 3rd Iberoamerican Championship of Mixer Drivers

Lima, Perú





**Some pictures of this project**

Bogotá, Colombia



Bogotá, Colombia



## La Paz, Bolivia



Ciudad de Panama, Panama



## Uruguay



Perú



## Dominican Republic





Haiti



Surinam



Barranquilla, Colombia



# Recognition



**¡Thank you!**