



Distribution Center  
200 S. 56<sup>th</sup> Street, Chandler, Arizona

## **INBOUND PERFORMANCE IMPROVEMENT PROGRAM**

Effective: January 1, 2007

## INTRODUCTION

In an effort to remain competitive and improve service levels to the retail stores, Bashas' is implementing an **Inbound Performance Improvement Program**, which focuses on streamlining and increasing efficiencies in all aspects of the receiving functions.

The principal objectives of this program are summarized as follows:

1. Reduce receiving operating costs by improving labor scheduling efficiencies;
2. Improve the service level to the stores by receiving inventories on-time;
3. Reduce receiving errors by focusing on quality and accuracy;
4. Comply with suppliers' receiving time constraints to avoid detention charges;
5. Develop a list of preferred carriers (based on delivery performance) and share this list with Bashas' suppliers.

The first step toward accomplishing the stated objectives begins with the reduction of *non-compliance* to delivery dates and scheduled appointment times. Currently, it is common practice for transportation companies (representing the corresponding suppliers) to fail in making a delivery appointment, arriving late, or not delivering at all. Each one of these failures results in higher operating costs due to the under utilization of scheduled labor and dock doors, and the subsequent increase of safety stock inventories to maintain required service levels.

In this booklet, we clearly outline the key factors of the **Inbound Performance Improvement Program**; however, if you have any questions or comments please direct them to the following personnel.

Title	Telephone Number
Vice President of Warehousing & Transportation	(480) 940-2266
Vice President of Purchasing – Grocery -	(480) 940-6707
Director of Purchasing – Non-Foods -	(480) 940-6711
Director of Purchasing – Meat	(480) 940-6920
Director of – Deli and Bakery	(480) 940-6719
Director of Purchasing – Liquor	(480) 940-6709
Vice President of Purchasing – Produce	(480) 940-2216

## INBOUND PERFORMANCE IMPROVEMENT PROGRAM

### DISTRIBUTION CENTER RECEIVING HOURS ([DELIVERY TIMES](#))

Grocery, Non-Foods and Liquor: Midnight to 9:00 a.m. – Monday through Saturday

All Refrigerated and Frozen products, including Candy: 1:00 am to 10:00 am – Monday through Friday, and 1:00 am through 9:00 am on Saturday and Sunday.

### APPOINTMENT OFFICE HOURS ([CALL IN TIMES](#))

Grocery, Non-Foods and Liquor: 6:00 am to 2:30 pm – Monday through Friday.  
Telephone number to call is: (480) 940-2258

All Refrigerated, Frozen, Produce and Candy: 6:00 am to 2:30 pm – Monday through Thursday, and 6:00 am to 11:00 am on Friday. Telephone number to call is: (480) 940-2210

### APPOINTMENT REQUIREMENTS

A minimum of 48-hour appointment notice is required for all deliveries. Exceptions are given for purchase orders that specify a lead-time of less than 48 hours. Carriers will need a delivery appointment before the shipment leaves the supplier's dock. A good practice is to include on the Bill of Lading wording such as "Get appointment before delivery". No charges are processed for appointments cancelled or changed at least 48 hours prior to the appointment date.

### CHARGES FOR FAILING TO COMPLY WITH REQUIREMENTS

All charges will be deducted from the Vendors' in the form of a Cooperative Merchandise Agreement Certificate (CMAC) and deducted off the vendor invoice.

REQUIREMENT	DESCRIPTION	CHARGES
Late Delivery (1)	Failure to arrive within 1 hour from appointment time	\$100
Missed appointment without call (2)	Carrier fails to arrive at the DC, and does not call at least 24 hours after missed appointment to reschedule delivery.	\$300
Missed appointment with call (3)	Carrier fails to arrive at the DC, but calls at least 24 hours after missed appointment to reschedule delivery.	\$200
No appointment (4)	Carrier arrives at the DC without a scheduled appointment for that day.	\$300