



**fioga**<sup>®</sup>

project management

# The Tioga Difference<sup>®</sup>: Project Management

When a project is trusted to Tioga, it doesn't become a number in the queue—it becomes a priority in the hands of a dedicated project manager.

A *Tioga* project manager.

Our proprietary project management is what sets Tioga apart from any competitor in the industry. And it's provided as a part of Tioga's overall service.

This proactive, turnkey approach is what ensures our projects get done the right way—the first time.



## Step 1 Collect all relevant information.

From the outset, the Tioga project manager (PjM) works hand in hand with the salesperson to determine what the customer needs and when they need it. Once we know exactly what makes this particular order critical, we take the steps to ensure its exact execution, including communicating requirements to the manufacturer and building robust plans with forethought and redundancy.

## The Tioga Protocol<sup>®</sup>

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## Step 2 Establish a sourcing strategy and logistics plan.

From there, the PjM arranges an initial kickoff with the customer to confirm critical variables, such as the global logistics plan and when to release an order.

While other companies are content to act as middlemen, we take into account the entire supply chain, as well as our customers' storage capabilities. Customers with limited space appreciate a streamlined flow of material, while those with more capacity often prefer the convenience of aggregated, consolidated shipments.



## Step 3 Lock down production schedule.

The PjM then coordinates with mills to determine when major milestones are set, including pouring raw material, milling and rolling pipe, and applying heat treatment. Knowing this critical path helps us to not only keep suppliers on schedule, but to forecast potential problems weeks in advance—so they're resolved before they arise.

If a variable appears to be veering off track, the PjM leverages the existing relationships we're known for or deploys built-in contingency plans to get it back where it needs to be.



## Step 4 Close and deliver.

At this point, the customer's delivery begins with all key elements taken into account, including the right way to transport each piece of material, the customer's construction timeline and their delivery preferences. Depending on the customer's needs, Tioga will deliver the products fully integrated or broken down into individual units, to one construction site or several.

From purchase orders and MTRs to invoices and billing, all documentation is run through the project management process, checked for accuracy, presented as the customer specifies and closed.

That's the heart of our project management service—taking a complex project and simplifying the supply chain to ensure a successfully executed schedule. And it's only from Tioga.

This is what builds strong,  
long-term relationships.

Addressing needs, keeping promises and anticipating problems before they happen.

At Tioga, every action has a purpose. Every plan, a contingency plan. Our industry-unique project management service works around the clock to keep an open line of communication, mitigate risk and ensure every logistic of our customers' complex projects is fulfilled the right way.

That's the Tioga Protocol.®

