



## MESSAGE FROM THE PRESIDENT

How frustrated do you get when an app on your phone shows the spinning dial for more than 30 seconds only for a message to pop up stating "the server could not be reached" or "try again"? It's ultimately related to a communication failure / disconnect between two sources that when working properly seems effortless and seamless in our minds. During buffering we tend to become impatient, frustrated and even at times we stop and move onto other matters ultimately leaving gaps in communication. This can happen with team members, clients and vendors as well. When this occurs everyone loses.

Each year when we conduct cultural surveys with PSC's Team Members, one constant that typically boils to the highest priority is Communication. At PSC, we've tried various ways (mostly technology) to increase communication to build a stronger cohesive network of team members striving towards the same goals, objectives and achievements. From establishing email and texting groups to automating systems for document processing and even conducting educational meetings to discuss best practices on communication. Yet, communication is still high on the priority list.

Most often, corporate structures and barriers are the cause for the lack of communication. What department managers think are crucial may not be what their team members deem crucial. For that matter: department managers may not be communicating effectively amongst themselves (not setting a good example for others to follow). At the end of the day, it comes down to people - their human effort and willingness to communicate with one another. For communication to become seamless, where it appears effortless, leaders must listen to every layer, every position / role and even obtain feedback from outside sources. This takes TIME and a lot of it! For success to be achieved you have to invest where the problem persists.

By investing, I mean: Not only allowing but openly directing mixed department meetings with the sole purpose of getting to know each other on a more personal level. Their interests, what makes them driven for success, what success looks like for them and even what frustrates them. Smaller group luncheons of multiple department team members should be requested routinely to discuss areas of process flow that are hindered by poor communication. Solutions will result from these discussions and best practices can then be implemented not only companywide but more importantly Team Member-wide.

As we head into 2019, this will be a key initiative at PSC to continue carrying forward and living out our beliefs:

- Safety is vital to everyone's success, significance & legacy
- We love our customers and our team members
- We plan our work and work our plan
- We never stop learning

Thank you,

James R. Sever  
President / CEO



## FEATURED JOB



PSC was recently awarded the task of relocating the historic Callahan Clock to a

## SAFETY UPDATE

### October Safety Memo

Throughout 2018, PSC Crane & Rigging has continued to track our Leading and Lagging Indicators to analyze and compare the resulting statistics. Through the 3rd Quarter of 2018, PSC's Leading Indicator Safety Statistics detail a renewed commitment to our Safety Culture and improved communication between all levels of our team members. For example, PSC has experienced a substantial increase in Near Misses and Safety Observations reported on our project locations. This has enabled us the opportunity to provide a proactive risk prevention response and the ability to apply corrective actions to specific and trending hazards. PSC's Lagging Indicator Safety Statistics have improved by reflecting a Total Recordable Incident Rate (TRIR) well below the industry average, by maintaining a 0.00 Lost Work Case Rate (LWCR), and by achieving a Days Away

tower in Dayton's Carillon Park. This project took several of our Project Engineers planning and defining the execution steps necessary to safely load it, transport it and set it onto the newly erected 135' steel tower structure. Once properly rigged and set on our trailer, we transported the clock to a desired location for placement. Our highly skilled operator ran our new 300 Ton Crane to hoist the clock weighing 15,500 lbs. at a 105' radius. Once positioned in the precise location our ironworkers secured and welded the clock's base to the tower structure. We were proud to be selected to perform this project as the greater Dayton market has truly perpetuated PSC's growth over the past 85 Years

Restricted or Transferred (DART) Rate of 0.00.

PSC Crane and Rigging will continually strive to improve upon these Safety Statistics as they are a direct reflection of our belief that "Safety is vital to everyone's success, significance & Legacy." We look to successfully complete the last quarter of 2018 by staying committed to working "Safe Today", and by living our 100/0 Safety Culture, 100% Safety Accountability with 0 Injuries, Incidents, Assumptions or Excuses.

[» learn more about safety](#)

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## WHAT'S NEW?



(2) New 40/60 Versa Lifts were added to PSC's fleet this summer – increasing capability to meet ever increasing client demand.

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Safe Unsubscribe