

*The  
Wizard of  
C.V.Oz*

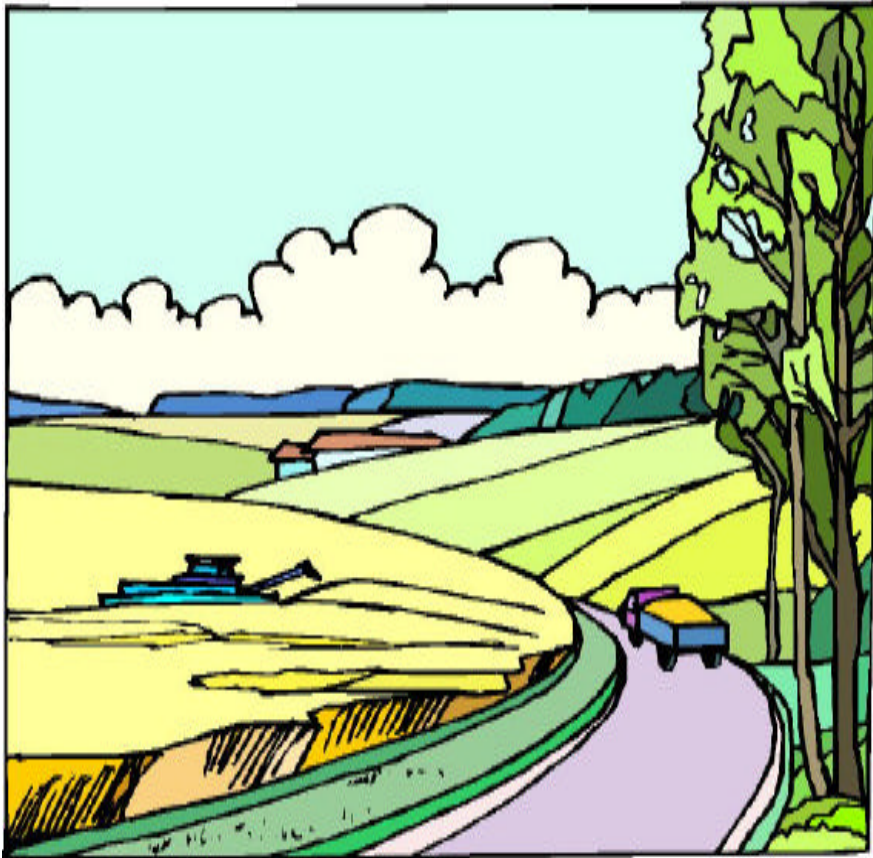


**Going Home with T.O.T.O.**  
(Technology Oriented Trucking Operations)

# *Why the Wizard of OZ???*

- **simple & compelling tale**
- **thrust into a strange situation**
- **seemingly insurmountable obstacles**
- **successful quest--relying on qualities**
- **learned to respect and trust each other**

# *Auntie Em and Kansas*



- **Past Peaceful Existence**
- **Fewer & Smaller Trucks**
- **Growth Industry**
- **Better Facilities/Operations**
- **Regional & National**

# *The Cyclone*

- **Safety & Efficiency???**
- **Paperwork Increased**
- **Storm of Protest**
- **Uniformity**
- **Effective Enforcement**



# *Dorothy*



- **Shoved Around**
- **Powerless to Resist**
- **At the Mercy of...**
- **Good Ideas but...**
- **Every Complaint a Threat**



# **OZ** (land of)

- **Wonderful Place**
- **Unusual & Unfamiliar**
- **Is It Really This Easy???**

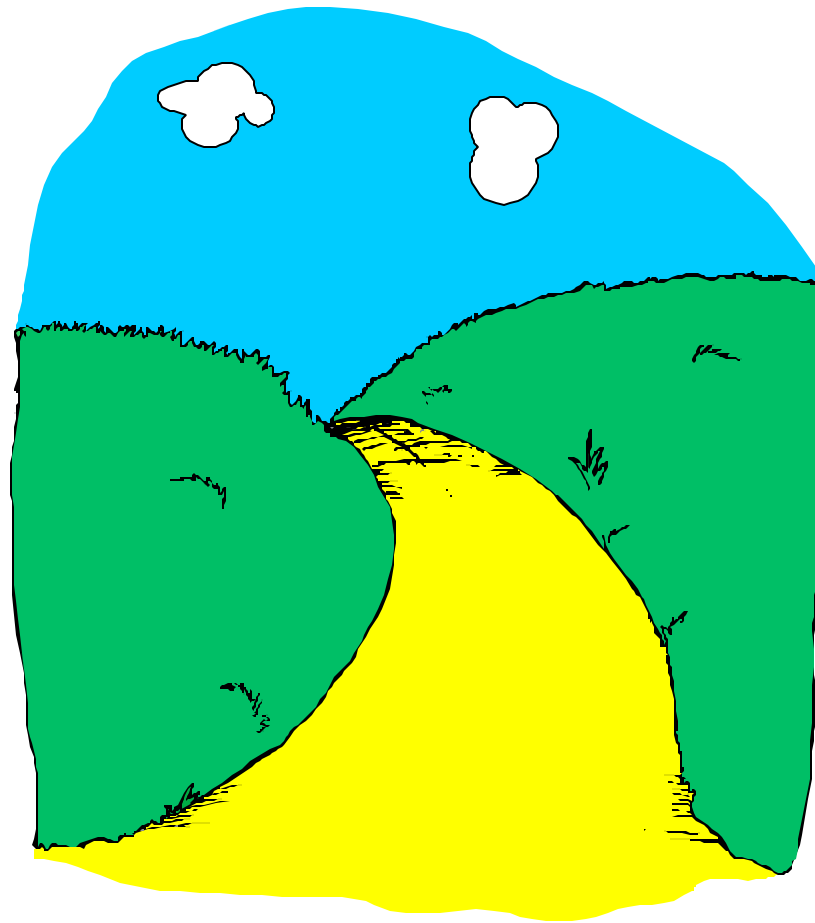
*There is no place like home...*



- **No Matter How Grey!**
- **Comfortable/Familiar**
- **Reached Compromise...**
- **Carried Away from Home**
- **Regain the Balance**

# *Follow the Yellow Brick Road...*

- **Path & Goal**
- **Focus & Imagination**
- **Business Plan**
  - projects
  - deployment
  - coordination





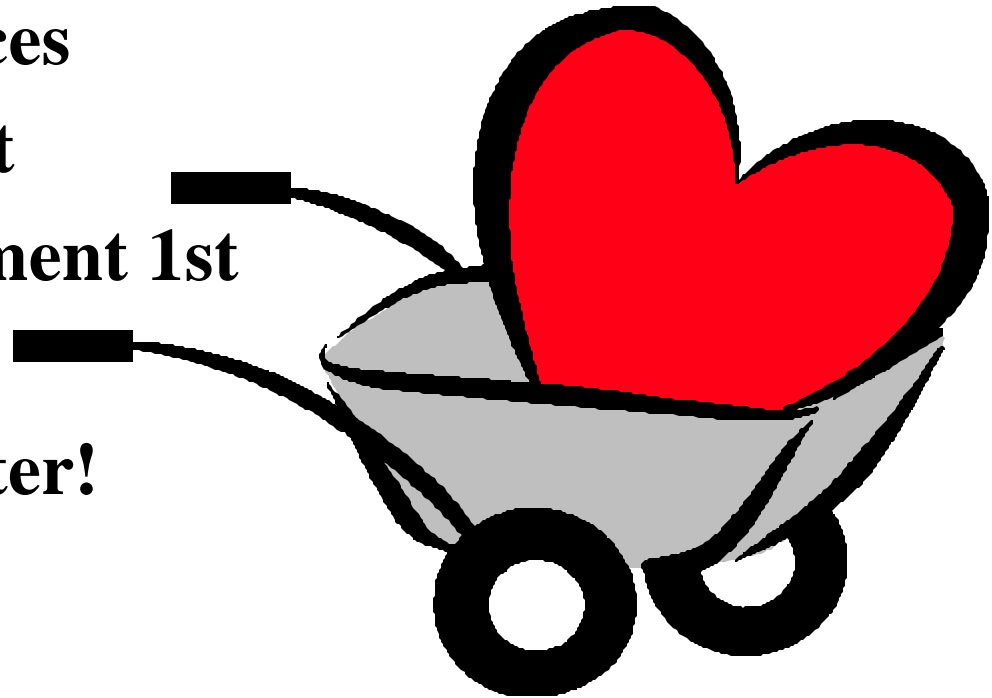
# *If only I had a brain...*



- **Special Expertise**
- **Understanding CVISN Logic (architecture)**
- **Information Technology**
  - Inhouse
  - Outhouse
- **Can't do without it!**

# *The “heart” to carry on...*

- **Encrusted Practices**
- **Cumulative Effect**
- **Process Improvement 1st**
- **Simplify**
- **Get Nowhere Faster!**



# *Courage to pursue change...*



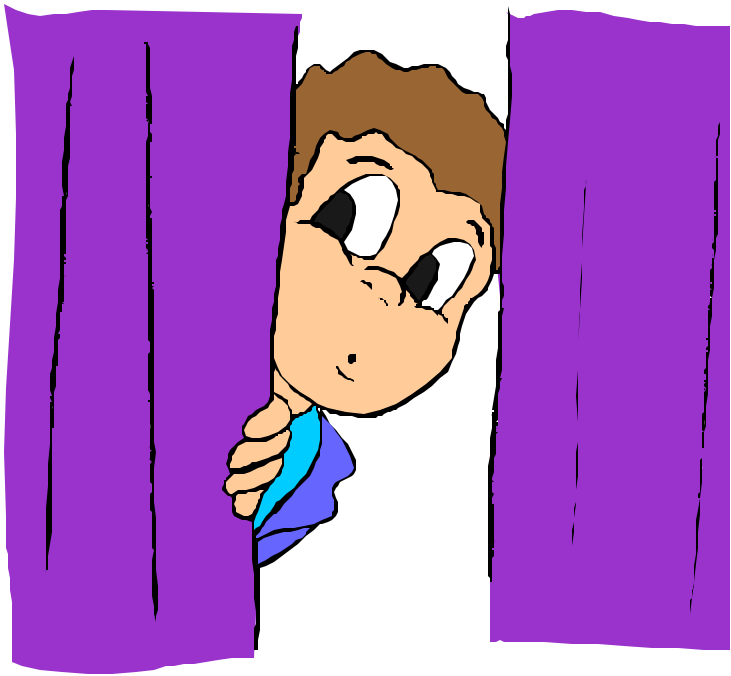
- **Engaging Change**
- **Understood Benefits**
- **Costs???** (Resources)
- **Experimentation**
- **Opportunities**
  - **Deskside**
  - **Roadside**

# *Unconventional teamwork...*



- **It takes a team...**
  - Desksiders
  - Roadsiders
  - Info Tech
  - Project Mgr
- **Team Problem Solving**
- **Work Thru It Together**

*Pay NO attention to that man  
behind the curtain...*



- **Quick & Easy Solution?**
- **No CVISN Magic Bullet!**
- *Only a mechanism to solve it yourself!*
- **Real Improvements**
  - Within States
  - Among States
- **Teamwork+Process+Tech**

# The Emerald City...



- *Without a vision the people will perish...*
- **CVISN is a vision!**
- **Working Together**
  - States
  - Carriers

# *The Ruby Slippers...*

- *Dorothy suspected they were useful since others tried to coax them away...*



- **Understand**
  - **Costs** (State & Carriers)
  - **Benefits** (State & Carriers)
  - **Deskside & Roadside**

# *Everyday Heroes...*



- **Everyday people...**
  - Doing best
  - Doing right
- **Trust & Teamwork**
- **Credibility**



# *Click Three Times...*

- **Easy ways out...beware!**
- *Real value is with real people learning to use technology.*
- **Three things we have...**
  - *Teamwork--work together*
  - *Process Improvement--work smarter*
  - *Technology--work tools*

