

THE INSIDE GUIDE

July 2026

PRECISION
GLASS INDUSTRIES



WHY SCHEDULING MATTERS: HOW PLANNING AHEAD SAVES TIME, MONEY, AND HEADACHES

In the glass industry, success isn't just about manufacturing quality products. It's about getting the right glass to the right place at the right time. At Precision Glass Industries (PGI), we've built our ordering, production, and delivery process around one goal: **helping our customers stay on schedule**. Whether it's a small shower enclosure order or a multi-phase commercial project, sticking to the schedule keeps projects moving, crews productive, and customers happy.

Let's go behind the scenes to look at how the PGI process works—and what customers can do to help ensure a smooth experience from order placement through delivery.

The Process Starts Before the Order Is Entered

Many customers focus on the glass specifications, dimensions, and quantities, and that's all obviously crucial, but **successful scheduling starts with a little more information!**

Before production can begin, PGI needs to understand:

- Where the glass is being delivered
- Whether delivery is to a shop or directly to a job site
- Site restrictions or access limitations
- Rack requirements and packaging preferences
- When the glass is needed
- Special delivery requirements
- Desired release schedules for larger projects

The more complete the information, the more accurately PGI can schedule production and delivery. For larger commercial projects, understanding the overall scope and timing requirements allows our production and logistics teams to plan capacity and delivery schedules accordingly.

THE INSIDE GUIDE

What Happens After You Place an Order?

Once an order is received, the process moves quickly. PGI's Inside Sales team reviews the order, confirms specifications, evaluates delivery requirements, and coordinates with production to establish an estimated completion and delivery schedule. In many cases, customers receive their order confirmation and estimated delivery date the same day the order is entered.

From there:

- Production planning begins
- Material availability is confirmed
- Production files are generated
- Manufacturing schedules are established
- Shipping and logistics planning begins



Unlike some suppliers that allow orders to sit for days before processing, PGI (as noted above) moves quickly. In many cases, production planning starts almost immediately after order entry. That's great news for customers—but it also means accuracy and information matters.

Changes Become More Difficult Once Production Starts

One of the most common misconceptions in manufacturing is that changing an order is simple. **The reality is that glass production at PGI moves fast, it's not as easy as some may think.** When customers request changes after an order has entered the system, those modifications can impact production schedules, delivery dates, and logistics planning. Even small revisions may require portions of the order to be reprocessed, which can affect the original delivery commitment.

The Best Approach?

Double-check measurements, specifications, delivery information, and project requirements before submitting the order. A few extra minutes upfront can prevent delays later.

Communication Is the Secret to Successful Scheduling

You hear it more and more these days. Communication. Communication. Communication. For this, the hype and outcomes are real. The customers who experience the smoothest deliveries are typically the ones who **communicate early and often.**

Helpful information includes:

- | | | |
|--------------------------|-----------------------------|--------------------------------------|
| • Desired delivery dates | • Jobsite addresses | • Site contact information |
| • Delivery restrictions | • Required delivery windows | • Special equipment needs |
| • Release schedules | • Rack preferences | • Project delays or schedule changes |

When customers share this information upfront, PGI can build a delivery plan around the project's needs rather than reacting to last-minute surprises. And we know no one likes last-minute surprises!



Large Projects Require Additional Planning

For larger commercial projects, scheduling becomes even more important. A 30,000-square-foot project isn't installed all at once. It may be completed by elevation, floor, building section, or release schedule.

When customers communicate these requirements early, PGI can:

- Separate shipments appropriately
- Organize racks by elevation or phase
- Coordinate multiple releases
- Improve installation efficiency
- Reduce material handling on-site

The result is a smoother installation process and less wasted labor.

Why On-Time Delivery Matters More Than Most People Realize

Many buyers focus on the purchase price of glass. We know that cost certainly matters, but experienced contractors understand that the true cost of a project extends far beyond the materials themselves.

A late delivery can create a chain reaction of expensive consequences:

- Installation crews sitting idle
- Crane or lifting equipment rescheduled
- Missed project milestones
- Potential liquidated damages or schedule penalties
- Equipment rentals extended longer than planned
- Lost productivity
- Frustrated general contractors
- Unhappy owners and stakeholders

In Contrast, Reliable Deliveries Create Efficiency

Crews arrive when needed. Equipment is used for the planned duration. Project schedules stay intact. General contractors remain satisfied. Owners see progress. Everyone benefits. That's why many successful contractors evaluate suppliers based on more than price alone.

A supplier that consistently delivers quality products on time often saves significantly more money than a lower-priced supplier that creates scheduling disruptions. In many cases, paying slightly more for dependable manufacturing and delivery performance pays for itself many times over through avoided delays, reduced labor costs, and improved project execution.





A Dedicated Team Supporting Every Project

Another advantage of working with PGI is access to dedicated sales and customer service professionals. Customers are assigned specific team members who become familiar with their projects, requirements, and scheduling needs. PGI has committed to this effort by maintaining a large, talented inside sales team. So rather than explaining the same project details to multiple departments, customers have direct access to people who understand the order and can help resolve questions quickly. That continuity improves communication and helps projects stay on track.

The Bottom Line

At PGI, scheduling isn't simply about choosing a delivery date. It's about creating a coordinated plan between the customer, production team, logistics department, and jobsite personnel to ensure glass arrives exactly when it's needed.

The formula is simple:

- **Provide Complete Information Early.**
- **Communicate Changes Quickly.**
- **Plan Ahead Whenever Possible.**

When customers and suppliers work together, projects move faster, costs stay under control, and everyone benefits from a smoother construction process. And in today's construction environment, staying on schedule may be one of the most valuable services a supplier can provide.