

1-15-18 - Grand Prairie, Texas - Pioneer Scale Co., Inc. announces the advancement of Sherry Taves to the position of Production Manager for the Grand Prairie Branch Service Operations effective today. Sherry has been with the Grand Prairie team for over five years serving in the role of Administrative Assistant for the branch.

During the past 3 years Ms. Taves was an integral part of the implementation of a new CRM - Customer Service Management software system; first with Servicemax and transitioning to Salesforce at the beginning of 2017. Salesforce the premier CRM software has allowed Pioneer Scale to increase employee production by approx. 10% over that timeframe, much of that directly attributable to Salesforce and Ms. Taves' efforts. Sherry took the bull by the horns, so to speak and lead the team in converting from a paper document world to being completely paperless.

According to grand Prairie Branch Operations Manager, John McPherson; *"Sherry has shown a strong will to improve performance by consistently modifying processes for self improvement and of those around her."*

Her efforts in streamlining Pioneer's overall service process lead directly to the company's purchase last month of American Scale.



In her new role, Ms. Taves will lead the branch service team in day to day activities looking for efficiencies and better ways to increase customer satisfaction. Although Sherry has maintained the Service Agreement schedule in the past she will now take an active role in managing Pioneer's customer service and calibration schedule for the region. In addition, Sherry will be involved with Pioneer's corporate strategy of increased impact nationwide with Supply Chain Management in developing service dispatch processes for Pioneer.

"I am a mother of two beautiful teenage daughters. I have been married to the most amazing man, Paul for 20 years. My hobbies are fishing, boating, skiing, reading and doing DIY projects with my husband. I enjoy the challenge of taking on new projects. I was in banking for over 10 years, and an office manager for 5 years before coming to Pioneer Scale. I started with Pioneer Scale over 5 years ago as the Grand Prairie office administrator. During my time with the company, I have learned a great deal about the scale industry and continue to broaden my knowledge. I am very loyal and plan to grow my career with this company. This company has allowed me to expand my knowledge in technology and help guide our team to be the best. I look forward to taking on a management role and will continue to drive enthusiasm and share the vision of our company."

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For more information regarding Pioneer Scale's Supply Chain management solutions, please visit <http://www.pioneerscale.com/>