

# FleetNet *focus*

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## Benchmarking...The future of fleet maintenance

by Jason Salvaggio

According to Wikipedia, 'benchmarking' is the process of comparing one's business processes and performance metrics to industry bests or best practices from other industries. While benchmarking requires careful planning, consideration and execution, it is proven to enhance operational performance for several reasons.

The main objectives of benchmarking are:

1. To determine what and where improvements are called for to reveal true performance.
2. Analyze how other organizations or peers achieve high performance levels
3. Use the information to improve performance and achieve best in class practices.

Even though it would be nice, we can't look into our "crystal ball" to predict the future, especially for over-the-road breakdowns. Every fleet is going to have a breakdown at one point or another. However, we can measure whether or not you have too many breakdowns based on industry 'norms' and help determine what is causing the issues. FleetNet has benchmarked over-the-road failures to determine industry norms and would be glad to analyze your company based on these norms. We can help you reduce maintenance events by providing data to help you make even better maintenance decisions.

In one case our analysis of a customer's breakdowns reduced the number of roadside events for a specific system by 45%. When we benchmarked their roadside events against our industry norms we discovered their A/C events were significantly higher than expected. Further investigation indicated drivers were calling in non-emergency events on the side of the road. Working with our customers' maintenance department we were able help them funnel these non-emergency repairs into their shops where repairs are usually 4 times less expensive. The company increased their miles between breakdowns on their A/C system by 99,000 miles and avoided \$33,500 in roadside repairs.

How much money could FleetNet save you? For instance, how many miles between breakdowns does your fleet currently run? Do you know how many cranking system failures you experience within roughly a one year time frame or 100K miles traveled? What is the industry norm and how could you get your fleet in line?

If you would like to learn more, please feel free to contact me.

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Look for us on:   

## Winter Weather Preparedness

*It is not too early to start getting your units ready for winter.*

### Batteries & Charging

- Check all battery cable ends for corrosion, clean and tighten.
- Load test all batteries for weak or bad cells.
- Check alternator output to ensure operating properly.
- Check starter draw.
- Check all belts for wear and cracking.

### Cooling System

- Check antifreeze levels as well as the additive concentration.
- Pressure test cooling system; check all hose clamps for tightness and signs of water leaks.
- Check for proper operation of thermostat and fan clutch.
- Check all hoses for wear and cracking.
- Check engine block heater (if equipped).

### Exhaust System

- Check exhaust system for leaks and repair if necessary.

### Air Dryer System

- Check air system, draining air tanks, check for leaks.
- Check air dryer for proper operation.

### Wipers & Washers

- Inspect wiper blades.
- Check windshield washer and fill washer fluid bottle.

### Tires

- Check condition of tire chains (if used).
- Check tire pressures and tread.

### Cab

- Check heater operation.
- Check heated mirrors (if equipped).
- Ensure safety equipment kit is complete.

## FleetNet Promotions

### *FleetNet America Continues to Expand Sales Team*

FleetNet America continues to deepen its footprint across the US by adding additional sales consultants. With a mission to change the direction of fleet maintenance, FleetNet's sales consultants become a partner with customers helping them get their fleets back on the road faster than anyone else in America; assisting in reducing maintenance events by providing data and information to make even better maintenance decisions; and delivering best in class PM compliance (>97%) at the lowest total maintenance cost.

**Phil Walker** joins the Customer Solutions team as a National Account Executive with over 30 years experience. Phil has held sales management positions with Wheels, Inc. and various other companies where he has demonstrated deep experience with fleet maintenance programs. Phil will be headquartered in the Northeast portion of the US.

Joining FleetNet as a Region Sales Manager with over 15 years of maintenance operations experience in the transportation industry, **Chris Fernandez** will be headquartered in the Sacramento, CA area. In previous positions, Chris gained extensive first hand mechanical experience from running his own auto repair shop to supervising a team of aircraft technicians. Most recently, he was the General Manager of Maintenance for Matheson Trucking in Sacramento, CA.

**Leo Vilchez** joins FleetNet as our Region Sales Manager in the New England market. Leo has 9 years experience with Ryder Transportation managing over 400 units, coordinating drivers and training new hires. Leo's experience in equipment fleet management and leasing industry will assist him in his new role.



Phil Walker



Chris Fernandez



Leo Vilchez

## New Customers Join FleetNet Family

FleetNet America administers service for 350,000+ events annually, as well as being responsible for over 1,000,000 pieces of customers' equipment in the TMcare® (Total Maintenance Care) and Roadside (emergency roadside) programs. We would like to welcome the new customers who joined our FleetNet family in the last few months.

### **Academy Sports & Outdoors**

**Ainsworth Trucking**

**AlSCO**

**Andy Mohr Truck Center**

**Blevins, Inc.**

**Blinn College**

**Calise & Son Bakery**

**Centurion-Eagle Auto Transport**

**Coastal Pacific Express**

**Compass Lease**

**Ferraro Foods**

**Gateway Tire of Texas**

**Gordon Food Service**

**KC Industries Trucking**

**Katy, TX**

**Robstown, TX**

**New Castle, DE**

**Indianapolis, IN**

**Nashville, TN**

**Brenham, TX**

**Lincoln, RI**

**Jacksonville, FL**

**Canada**

**Wyoming, MI**

**Piscataway, NJ**

**Carrollton, TX**

**Springfield, OH**

**Mulberry, FL**

**Metal Sales**

**Minges Bottling Group**

**Mobile Dredging**

**Morgan Southern**

**Penn Tank Lines**

**Q Carriers**

**Southwest Forest Products Trans.**

**SPA Pipe & Supply**

**System Freight**

**Teresi Trucking**

**The Shockey Precast Group**

**Timco Logistics Systems**

**Transco DBA McLane Mid Atlantic**

**Louisville, KY**

**Ayden, NC**

**Chester, PA**

**LeMoore, CA**

**Aston, PA**

**Shakopee, MN**

**Phoenix, AZ**

**Abilene, TX**

**Jamesburg, NJ**

**Fontana, CA**

**Winchester, VA**

**Waxahachie, TX**

**Fredericksburg, VA**