



Kenworth PremierCare Connect Enterprise Helps Zimmerman Truck Lines Control Parts Inventory

MIFFLINTOWN, Pa. – In today’s competitive world, companies that know are ahead of the companies that guess in nearly all aspects of business.

That’s particularly the case for trucking companies like Zimmerman Truck Lines when it comes to tracking their parts inventory.

Zimmerman Truck Lines shop foreman, Shane Zimmerman, said Kenworth PremierCare® Connect Enterprise gives the Mifflintown, Pa.-based company an operational advantage by ending the guessing game when ordering truck and trailer parts. “Before we started using PremierCare Connect to track parts, it was easy for us to forget to mark down when we took parts out of inventory,” Zimmerman said.



Zimmerman said Kenworth PremierCare also allows his department to better track service intervals for the company’s trucks. That’s particularly important since Zimmerman Truck Lines adopted synthetic oil for use in all of its trucks. The Connect system allows the company to take full advantage of the synthetic oil’s ability to be used for longer distances between oil changes, he added. Mechanics take oil samples and install new oil filters every 30,000, 60,000, and 90,000 miles.

Zimmerman said every morning he can run a report, which pulls the most current information, such as mileage, through satellite communications from each truck in the company’s fleet. “We can see the service work each truck is due for when the truck and trailer come into our main terminal,” he added. “We formerly tracked service intervals by hand. Connect helps us keep better track and ensures that we service trucks at the proper time, and get a full 10,000 miles out of every service and 90,000 miles out of every oil change.”

Connect also enables the fleet to track service shop productivity and give mechanics the opportunity to explain why certain jobs took longer than expected. “Say we have a mechanic doing a full air conditioning service job, including the AC compressor, dryer, and clutch, that normally takes about 2-1/2 hours, but takes five hours instead,” Zimmerman said. “In the notes field, the mechanic can enter in additional details – such as having to install a new service line or replacing other components. This also allows the next mechanic to look at the truck’s repair history to see what work has previously been done so that we don’t have mechanics doing the same repair work over and over.”



Now, the fleet’s mechanics scan parts taken from the company inventory into the computer, and select the trucks to receive the parts. Kenworth PremierCare Connect then tracks the date that the parts are used from inventory, who took them, and where the parts are going. Zimmerman and his team of 12 mechanics are responsible for the maintenance of all of the company’s rolling stock of 160 trucks, nearly all Kenworth, including 32 Kenworth T660s, and 350 dry-van and flatbed trailers.

“Before we had Kenworth PremierCare Connect, our quarterly parts inventory would be off from what we’re supposed to have on hand compared to what was actually on hand,” Zimmerman said. “Now our inventory is nearly 100 percent accurate. That means we’re not ordering parts we don’t need and not running out of parts we do need.”

Since Kenworth PremierCare Connect links Zimmerman Truck Line’s service department directly to the parts department at its local Kenworth dealer, Kenworth of Pennsylvania, Zimmerman can set the system to automatically reorder high-demand parts.

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Zimmerman Truck Lines is headed by Ron Zimmerman, president; his son, Mark, vice president of operations; and his daughter, Robin Saner, driver relations manager. The family-owned business began its van operation in the early 1980s. The company has a van division and a flatbed division, which both run in all the lower 48 states. The company has driver teams, which annually average 275,000 to 300,000 miles and single drivers that average 125,000 to 175,000 miles. Zimmerman operates Kenworth trucks equipped with 72-inch AeroCab® AERODYNE® sleepers for single drivers and 86-inch Studio AeroCab sleepers for driver teams. It generally pulls its trucks at around 750,000 to 800,000 miles and sells them.



“A high resale value is one of the big reasons we like Kenworth trucks,” said Shane Zimmerman, who isn’t related to Ron, Mark and Robin. “Having detailed repair history available from PremierCare Connect only helps us to get an even better resale value.”

Kenworth PremierCare Connect, which is used by 440 fleets representing about 35,000 trucks, is a powerful and comprehensive fleet and maintenance software program. In addition to electronic parts purchasing, preventative maintenance tracking and in-depth reporting, Connect provides convenience and reliability via multi-user, multi-location functionality and extensive training and technical support. The program offers scalability with three versions: WebConnect, Connect Professional and Connect Enterprise. Kenworth PremierCare also offers a parts

inventory management tool called Connect Inventory Manager, introduced last year.

Each program can be tailored to best suit a specific operation using Connect’s optional modules. These Windows-based solutions for fleets of all sizes provide a comprehensive blend of essential tools and services to help optimize operations. For more details on Kenworth PremierCare Connect, or to request a free demonstration, visit www.kenworthconnect.com for a downloadable brochure and information about system requirements and optional modules. To speak with a Kenworth PremierCare Connect representative, call 1-800-434-5076 or submit an e-mail to connect@paccar.com.

Kenworth PremierCare customer support programs contributed to Kenworth receiving the 2009 J.D. Power and Associates award for “Highest in Customer Satisfaction for Heavy Duty Dealer Service.”*

Kenworth Truck Company is the manufacturer of The World’s Best® heavy and medium duty trucks. Kenworth is an industry leader in providing fuel-saving technology solutions that help increase fuel efficiency and reduce emissions. The company’s dedication to the green fleet includes aerodynamic trucks, medium duty diesel-electric hybrids, liquefied natural gas trucks, and the Kenworth Clean Power® no-idle system. This year, Kenworth became the first truck manufacturer to receive the Environmental Protection Agency’s Clean Air Excellence award in recognition of its environmentally friendly products. In addition, Kenworth is the recipient of the 2009 J.D. Power and Associates awards for Highest in Customer Satisfaction for Over the Road Segment and Pickup and Delivery Segment Class 8 Trucks. Kenworth’s Internet home page is at www.kenworth.com. Kenworth. A PACCAR Company.

*Kenworth received the highest numerical score among pickup & delivery and over-the-road Class 8 trucks and heavy-duty manufacturers in the proprietary J.D. Power and Associates 2009 Heavy-Duty Customer Satisfaction Study(SM). Study based on 2,492 total U.S. responses measuring 4 (over-the-road), 5 (pickup & delivery), 8 (dealer service) manufacturers and measures opinions of principal maintainers. Proprietary study results are based on experiences and perceptions of those surveyed in February – March 2009. Your experiences may vary. jdpower.com.