

# Hoyer awards lead to MAN service benefits

The petroleum haulage operation of Hoyer Group is reporting steady improvement in safety performance, legal conformity, customer service and operating costs since establishing its awards programme with MAN's service workshops.

The firm cites dropped loads reducing in just two years by more than 65%, MOT first time pass standards now set at 97% over the whole fleet and independent quality checks up to 17.5%, against a previous target of 10%.

Hoyer senior fleet engineer Peter Ellison, (pictured right with MAN's Des Evans) who runs the scheme, explains that it monitors and rewards service performance. "We developed a system that gives us extremely detailed tracking of a number of KPIs [key performance indicators]," he explains.

Those cover fleet safety incidents, fleet availability, MOT first-time pass rates (PRS counts as a fail), O licence prohibition notices, quality checks, general service levels and loads undelivered ('dropped loads'), due to mechanical problems.

"Of these, safety, prohibitions and dropped loads are perhaps the most keenly monitored, though the other four are all viewed as highly important to our overall fleet performance," states Ellison.

The scheme has just completed its second year and the results to date are impressive, he adds. In every area, Hoyer's target of continuous improvement is being met, with this year's winning dealer hitting 96.5% in first-time MOT passes (tractors



and trailers), 95.6% fleet availability, 0.28% dropped loads, 50% independent checking of individual jobs quality and zero safety-related incidents.

"Considering this dealer, DSV Commercials in Immingham, handles almost 90 pieces of our specialist equipment, this is a tremendous achievement," comments Ellison.

Prior to the scheme, Ellison and the Hoyer team worked with MAN and agreed the general outline.

"Though we drove the agenda," he recalls, "it was very much a collaborative approach and together we set up the structure of the scheme, its KPIs, the

processes required and the monitoring methodology." The awards covered four main areas this year, though Ellison is planning a number of additions and changes for the 2011/2012 scheme.

"This year, we made presentations of trophies, with added rewards for the top performing dealer of the year, for outstanding individual performance and for the technician of the year," explains Ellison.

"On top of this, we rewarded every dealer on the basis of performance in minimising our dropped load numbers – with the understanding that these rewards would be shared with the service and parts teams."

# Isuzu payload seals the deal for Fords of Winsford



Fords of Winsford has added an Isuzu Forward N75.190 long wheelbase manual rigid 7.5 tonne car transporter to its fleet, with the truck's well documented payload advantage sealing the deal.

The Cheshire-based company, which is the biggest car supermarket in the northwest, selling over 7,000 vehicles nationally a year, says it needed a truck offering maximum carrying capacity, because of the diverse range of vehicles it carries.

"Small family cars are one thing, but the larger and heavier 4x4s present a payload challenge," explains Malcolm Bridson, vehicle preparation manager at Fords of Winsford.

"The Isuzu 7.5t rigid meets our requirements perfectly, handling the full range of vehicles we sell, and I'm positive it'll be a valuable addition to our fleet for many years to come," he adds.

The truck was specified with a Dave Bland tilt and slide body and spec lift, with the body constructed in aluminium to further increase the overall payload.

Warrington Vehicle Centre, the local Isuzu truck dealership, supplied the vehicle, which is supported by a five-year repair and maintenance contract with ITUK to cover the anticipated working life of the vehicle.

## RCVs get insurance safety upgrades



Cheshire East Council's new fleet of RCVs (refuse collection vehicles) has been fitted with 360° hard disk recording camera systems, reversing radar, LED strobes, and front- and rear-facing LED light-boards.

Murray Halse, fleet manager for Cheshire East, explains that the investment

is part of a bid to mitigate insurance claims and provide evidence to counter complaints against crews. The safety technology has all been supplied and installed by vehicle safety firm Innovative Safety Systems.

"We looked at a number of companies,

but we were impressed by ISS' approach, service levels and products," says Halse.

"The equipment is high quality, robust and reliable, and will give us longevity. It has been installed to integrate well with daily vehicle operations and there are no complaints from our crews," he adds.

Meanwhile, Ray Skipp, waste and recycling manager for Cheshire East Council, says: "These new safety features have been welcomed by our crews and the unions. Previously, if a claim was made for damage to property or an allegation against a member of staff, we had no way to validate the claim without independent witnesses. Now we have a record of what really happened."

And he emphasises: "Feedback from our crews shows that, far from feeling spied upon, they feel more secure in the knowledge that they can work with improved safety and without being at the mercy of false accusations."

Cheshire East is the third largest unitary authority in the North West, after Manchester and Liverpool, with a population of more than 360,000 people.

## Leicester strengthens heavy haulage fleet with MAN trucks

The UK's first right-hand drive version of MAN's V8-engined TGX 41.680 8x4 tractor unit has gone into service with Leicester Heavy Haulage.

MAN's top-powered 680bhp truck is plated at 250 tonnes gcw, and comes with factory-fitted torque converter and hydraulic power-pack for modular trailer functions.

MAN was selected after it emerged that the Munich marque was the only manufacturer able to meet Leicester Heavy Haulage's exacting specification – which, crucially, includes compatibility with the company's highly specialised trailers.

"The new MAN is the ideal truck for a variety of jobs," says company director Gary Rodwell. "We can use it as an artic or a ballasted tractor unit. We are delighted with it and our drivers in particular have described it as awesome."

He adds that, while some vehicles in the company's existing fleet have struggled on power, this isn't a problem for the new addition. "With 680 horses on tap, a torque converter and the MAN TipMatic auto-box, the MAN TGX is making light work of the heavy jobs," says Rodwell.



The TGX 41.680 8x4 hit the road on 1 September, following an intensive MAN-managed driver instruction day for three Leicester Heavy Haulage drivers and the company's workshop manager.

"It was a constructive day," recalls Rodwell. "Feedback from all concerned has been very positive."

## Carrefour trials electric truck



The largest electric-powered truck ever to be put on the road is about to embark on tests, working for Carrefour stores in Lyon, France.

An all-electric version of the 16-tonne Renault Midlum, the vehicle is joining logistics company STEF-TFE for a 12-month trial, supplying food products to eight Carrefour stores in Lyon and the surrounding conurbation.

The vehicle, which is refrigerated and has a payload capacity of 5.5 tonnes, is the result of a technology partnership between Renault Trucks, PVI and IFP Energies Nouvelles.

Given the truck's virtually silent operation, STEF-TFE plans to use it for early morning deliveries, but also throughout the afternoon, racking up an expected 75km daily.

Operating range is 100 km and the electric truck can be fully recharged in eight hours. Power is delivered by a 103kW electric motor, with three Lithium ion battery packs providing 150kWh total capacity.