

# WASTE HAULING COMPANY - BREAKDOWN REDUCTION

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## OBJECTIVES

This regional waste hauling company was having an issue with truck reliability and daily breakdowns. These issues created a need to purchase and maintain more trucks than needed to in order to be able to service their customers on a daily basis. Our objective was to work within the current leadership team to align the maintenance and operations departments to identify and address the issues that are creating the fleet reliability issues.

## SOLUTION

We spent two weeks immersed in the operations and maintenance departments to understand their daily processes and struggles. We identified key areas that needed to be addressed in order to improve fleet reliability and reduce breakdowns. We put together a program that focused on root cause problem solving around each breakdown, focused on repair quality and implemented a new PM program with hands on training. We are generating a return of between 1.5 - 2X in the first 3 months of the program. Future returns will grow exponentially when we right-size their fleet as truck reliability increases.

## RESULTS

### 1. Reduction in daily breakdowns

Currently in just 3 months we have seen a 40% reduction in daily breakdowns with a 50% reduction in road calls and an 80% reduction in towing bills.

### 2. Improved PM Quality

We have instituted and trained a new comprehensive PM program that is reducing breakdowns by identifying defects before produce breakdowns

### 3. Better Driver Practices

Root cause problem solving identified numerous issues regarding the quality and completion of proper pre and post trip inspections. Addressing these issues has led to the reduction in daily breakdowns and reduction in operational hours

## AT A GLANCE

### CHALLENGES

- Too many breakdowns
- Poor driver practices
- Inconsistent PM program

### BENEFITS

- Operational savings of approximately 100 hours per month
- Cost savings of greater than \$20K
- Improved customer service due to greater truck reliability



**JEFF PITCEL**

Owner - Waste Fleet & Operations

Truck breakdowns are **NOT** “a cost of doing business!”