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# ROAD SIGNS

A PUBLICATION FOR AND ABOUT ROAD MACHINERY & SUPPLIES COMPANY CUSTOMERS

## GEORGE BOUGALIS AND SONS, CO.

See how a growth-oriented approach pays dividends for thriving Hibbing, Minn., firm



Jim Bougalis,  
President

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# A MESSAGE FROM THE CEO



Mike Sill II

Dear Valued Customer:

In the midst of the busy construction season, it's easy to get caught up in the action and overlook some of the basics. First, and foremost, always take time for safety. The few minutes you spend ensuring that your workers are protected will pay important dividends, especially when you consider the potential consequences of an avoidable accident.

Statistics show that trench-related incidents have been above the norm in the past two years. Inside this edition of your Road Signs magazine is an article that highlights an OSHA initiative to bring greater awareness to trench safety. It has valuable information and reminders regarding the standards and practices that you must use.

There is also news about the products and services we, and Komatsu, offer. For instance, there is a Q&A with Matt Beinlich, the new leader of Komatsu's Business Solutions Group (BSG) that works with customers to maximize their production, become more efficient and improve their bottom lines.

One new service the BSG offers is helping customers accurately determine average fuel consumption using idle ratio. See the Serving You Better article for a clearer picture of how that data can lead to more informed choices when estimating expenses.

If you are looking for machinery, this issue highlights several models, such as the updated GD655-7 motor grader. It has outstanding new features designed to reduce operator fatigue and increase productivity.

Of course, we believe that maintaining and repairing your machines are best done with OEM parts. Read the article related to Komatsu's General Construction Undercarriage replacement to see how its offerings are the right choices.

As always, if there's anything we can do for you, please call or stop by one of our branch locations.

Sincerely,  
ROAD MACHINERY & SUPPLIES CO.

Mike Sill II  
CEO

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# GEORGE BOUGALIS AND SONS, CO.

## Growth-oriented approach pays dividends for thriving Hibbing, Minn., firm



Jim Bougalis,  
President

The Bougalis family got its start in the construction industry in 1954 when George Bougalis purchased a dump truck and delivered his first load of material – to the wrong address. Fortunately, that blooper wasn't a sign of things to come and is instead one of many fond memories from the decades that George Bougalis and Sons, Co. has been in business.

"That wasn't the most encouraging start," laughed Jim Bougalis, George's son and current President of the firm. "Luckily, he kept plugging away and built a solid reputation for himself and the company that continues today."

George focused his attention on smaller jobs within a 20-mile radius of Hibbing, Minn. He eventually found a niche pulling and replacing water lines and grew into a general contractor. When he retired in 2002, his sons, Jim and

John, purchased the company and continued the family business. The second generation wasted little time in blazing its own path.

"Dad was basically a one-man operation," recalled Jim. "The most employees he had was five and that included John and me. We knew there was an opportunity for growth, and that's exactly what we wanted. So, when we took over, we were aggressive."

The brothers set their eyes on large commercial projects, and shortly thereafter those goals came to fruition.

"Right out of the gate we booked a \$3 million project – and we were probably only a \$3 million company at the time," recalled Jim. "We had a backhoe, an excavator and a couple of dump trucks. So, we rented equipment and went to work."

From there, Bougalis and Sons was off and running. In 17 years, the company has expanded to 50 employees and increased its project area to include Grand Rapids, Duluth, Bemidji, Grand Marais and Brainerd.

"Every year we get a little bigger and continue to do more," said Jim. "We focus on larger commercial projects, road reconstruction, demolition, utilities and site development. If a job opens, we go for it."

Jim says the company navigated its recent expansion thanks to a leadership team that includes General Manager Krista Holman, Operations Manager Beau Vlatkovich, Mobile Equipment Manager Nate Jaus, Senior Project Manager Brian Burich, Estimator Thomas Linn and Mechanic Dan Dilley. John retired in 2018, but was a vital component to Bougalis and Sons' success as well.

The George Bougalis and Sons, Co. team has helped guide the Hibbing, Minn., firm to fast-paced growth since 2002.





George Bougalis and Sons Mobile Equipment Manager Nate Jaus uses the company's new Komatsu PC290LC-11 excavator to move a pile of snow in Hibbing, Minn. "The hydraulics on the Komatsu excavators are very operator friendly," said Jaus. "They are easy to use, have comfortable cabs and are extremely responsive."

## Specialty seekers

The business fueled its growth by targeting jobs with unique components. The reason was simple – less competition and better profit.

"Our claim to fame is that we adapt to just about anything," noted Jim. "John and I grew up in the industry, so we felt comfortable doing all sorts of jobs. The bigger and harder projects typically have fewer people bidding on them, so that's what we went after. While it was a risk to bet on ourselves, it's worked out."

The brothers' first job required tearing up a highway and installing a 35-foot-deep sewer-water interceptor. Bougalis and Sons has also poured concrete in 50-below conditions and handled a sizable demolition for Laura McArthur Elementary School in Duluth.

In addition to specialty projects, Bougalis and Sons tackles large assignments. Currently, the firm is working on the 104-acre State Veterans Cemetery located in Hermantown and two new school buildings.

"Recently, we've been bidding on more big dirt projects, and especially those with a degree of difficulty to them, like water or deep utilities," stated Jim. "At the Veterans Cemetery, we started at a site that was a swampy forest. We had to dewater, remove

trees, create dams and replace a lot of bad dirt. It was quite the process."

Completing a varied project list requires employees who are experienced enough to handle whatever is thrown at them.

"Each of our crews does a little bit of everything," he explained. "We have a small-tasks and concrete crew and other than that, our people do it all. They are awesome; their ability to handle many jobs is what sets us apart. We wouldn't be where we are without them."

## Working smarter

Having trusted and experienced employees is vital for any company and outfitting them with the best machinery further maximizes their ability. That's why the Bougalis family has turned to Road Machinery & Supplies Co. to build its fleet for nearly 30 years.

"We've been with RMS for as long as I can remember, even back to the International Harvester days," shared Jim. "We trust them with our business. We know they have our best interests in mind."

Today, Jim calls on Sales Manager Brad Carlson to help build and maintain his Komatsu fleet. Recently, Bougalis and Sons purchased three excavators – a PC290LC and



*Continued . . .*

# '(D61PXi) makes us 20 to 30 percent faster'

... continued

Road Machinery & Supplies Co. Sales Manager Brad Carlson calls on Bougalis and Sons President Jim Bougalis for the company's sales and service needs. The relationship between RMS and Bougalis dates back 30 years.



Operator Joe Parson moves material with a WA270 wheel loader at the company's equipment yard in Hibbing, Minn.



A George Bougalis and Sons, Co. crew member gets ready to use the company's Komatsu intelligent Machine Control D61PXi dozer on a road project in Chisholm, Minn. "The D61i eliminated our need to survey a site or use stakes, plus the operator doesn't need as much experience to be effective," said President Jim Bougalis. "It makes us 20 to 30 percent faster on jobs."

two PC390LCs. It also has WA270 and WA320 wheel loaders. When Jim makes a purchase with RMS, he says he gets more than a machine.

"When we work with some other distributors, there seems to be a disconnect," he explained. "When we call RMS, they answer the phone. If we need something, Brad is on top of it. They treat us like their number-one customer. The equipment is amazing and the service and attention we receive on top of that are unbeatable."

The relationship has led to Bougalis and Sons creating one of the most technologically advanced fleets in its market, with its addition of a Komatsu *intelligent* Machine Control D61PXi in 2016.

"When we started doing larger site projects we demoed the D61PXi, and the results were impressive," said Jim. "Once the demo ended, we returned the dozer and went back to our standard machine. However, we knew we had to get the D61PXi back, so we purchased it.

"The D61i eliminated our need to survey a site or use stakes, plus the operator doesn't need as much experience to be effective," he continued. "It makes us 20 to 30 percent faster on jobs. In addition, the system saves all of the data. If we get a call disputing the grade or something else at the site, we have all of the information on a jump drive to refer to. It's awesome."

Bougalis and Sons looks to increase its investment in *intelligent* Machine Control products.

"We plan to rent a couple more dozers this summer," said Jim. "Going forward, I see us only purchasing dozers with this technology. The system is built-in savings."

## Wired for bigger things

After leading a prosperous period for the firm, Jim doesn't intend to let his foot off the gas.

"I'm just wired to keep getting bigger and better," he said. "There is still a lot of potential in this market. One thing that serves us well is our commitment to doing a job right. This is a low-bid world; however, we want to deliver high-quality projects, from big too small. As long as we continue to find good people and produce for customers, we can continue to grow." ■

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**Dawn Mallard / D.Grimm, Inc. / Conroe, TX**

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# TEAM EFFORT

## Municipal waste coalition develops strategy to purchase SENNEBOGEN material handlers

While decision-by-committee is a daunting prospect for many equipment purchasers, a coalition of municipal solid-waste facilities in northern Minnesota found that a team effort achieved the best result.

SENNEBOGEN equipment distributor, Road Machinery & Supplies Co. (RMS), delivered purpose-built 818 M E-series material handlers to waste-handling facilities in Beltrami and Polk counties; which, along with four adjacent counties, comprise a coalition that's taking a shared approach to managing their solid waste needs.

Brian Olson, Solid Waste Coordinator for Beltrami County, explained the strategy, "We came together to apply for grant money to upgrade our equipment. Needing multiple machines, we coordinated to leverage better pricing and lower costs for ongoing maintenance."

From Bemidji, Minn., the site of one of Beltrami County's two transfer facilities, Olson has led the upgrade process. Each county in the coalition operates its own local transfer stations, targeting 35 percent recovery of recyclable material. All transfer stations truck their sorted material to a multi-stage facility in Polk County, where it's processed through a materials recovery facility (MRF), an energy-from-waste plant, and the Polk landfill. One of the new SENNEBOGEN machines is sorting material at Bemidji, while the other will be located at the Polk MRF.

### Flexible configuration

While Olson expects to see more coalition members purchasing SENNEBOGENs, he notes that the 818s delivered to date have unique features. "Each is designed specifically for the facility where it will work."

When Beltrami County purchased the Bemidji transfer station, new material handlers were part of the plan for upgrading the facility. "We decided on a new purpose-built material handler with a hydraulic elevating cab for better visibility and safety. We wanted rubber-tire units because they are running indoors on a concrete floor."

Olson and his group were impressed by the 818's safety features. "I'm glad we can walk out onto a platform from the cab, rather than crawling up into the machine."

RMS conducted initial operator training as well as maintenance orientation for the mechanics on-site. "Our operator has been running a material handler for years," shared Olson. "There wasn't much of a learning curve; he just went in and got to work." ■

A coalition of northern Minnesota counties is putting SENNEBOGEN 818 M E-series material handlers to work in waste-handling facilities. "We decided on a new purpose-built material handler with a hydraulic elevating cab for better visibility and safety," said Brian Olson, Solid Waste Coordinator for Beltrami County.



# REDUCING FATALITIES, INJURIES

## OSHA initiative aims to increase awareness of safety hazards during operations

*Editor's note:  
Information for this  
article was supplied  
by the Occupational  
Safety & Health  
Administration.*

Anyone who works in the excavation business agrees that one injury or death from trench-related incidents is too many. However, each year there are still multiple fatalities. Data from the Bureau of Labor Statistics showed that there were 37 trench-related fatalities in 2016. That was nearly double the average number throughout the previous five years. The most recent information available showed fatalities in 2017 at 23, a significant reduction from the previous year, but still above the norm.

Those numbers prompted the Occupational Safety & Health Administration (OSHA) to initiate a new National Emphasis Program (NEP) to increase awareness and compliance with trenching and excavation safety requirements. The program consists of two components:

OSHA inspectors will conduct and record trenching and excavation inspections in a national reporting system, and each OSHA area office will develop outreach programs supporting compliance assistance within their jurisdictions.

“We are promoting stronger industry awareness about the seriousness of trenching hazards and the means available to address them,” an OSHA spokesperson reported. “In collaboration with industry stakeholders, the agency has developed new compliance assistance resources.”

OSHA’s updated Trenching and Excavation website ([www.osha.gov/SLTC/trenchingexcavation](http://www.osha.gov/SLTC/trenchingexcavation)) provides the following:

- U.S. Secretary of Labor Alexander Acosta’s recorded audio public service announcements, in English and Spanish, that highlight effective ways to stay safe when working around trenches and excavations.
- A 45-second video, “5 Things You Should Know to Stay Safe,” covering safety measures that can eliminate hazards and prevent worker injuries.
- An updated Trenching Quick Card about protecting workers.
- OSHA’s revised “Protect Workers in Trenches” poster, which offers a quick reminder of the three ways to prevent dangerous trench collapses. The poster is printed in English and Spanish.
- A new “Slope It. Shore It. Shield It.” sticker, available in English and Spanish.

### Following trenching standards is best prevention

OSHA says compliance with existing trenching standards would prevent most, if

Trench safety involves several factors, including proper excavations and having a means of access and egress from the trench, such as ladders.





OSHA says compliance with existing trenching standards would prevent most, if not all, fatal incidents. Included among those standards is having a protective system for trenches 5 feet or deeper, unless it is made entirely in stable rock.

not all, fatal incidents. Included among those standards is having a protective system for trenches 5 feet or deeper, unless it is made entirely in stable rock, and a competent person has examined the ground and found no indication of a potential cave-in.

A competent person is any individual, selected by the employer, who is capable of identifying existing and predictable hazards or working conditions that are hazardous, unsanitary or dangerous to workers; can determine soil types and required protective systems; and is authorized to take prompt corrective measures. OSHA requires that a competent person conduct daily inspection of a trench before workers enter.

Safe access and egress, including ladders, steps, ramps or other safe means, are required for employees working in trench excavations 4 feet or deeper. They must be located within 25 feet of all workers.

Other general rules include keeping heavy equipment away from trench edges; keeping soil and other materials at least 2 feet from the edges; knowing where underground utilities are located before digging; testing for atmospheric hazards; and ensuring that workers wear high-visibility or other suitable clothing.

“The goal of this NEP is to reduce or eliminate workplace hazards,” OSHA stated. “As part of it,

## Know your protective systems

Here are OSHA’s definitions of the protective systems. When designing one, you must consider factors such as soil classification, depth of cut, water content of soil, changes caused by weather or climate, surcharge loads and other operations in the vicinity.

**Benching:** A method of protecting workers from cave-ins by excavating the sides of an excavation to form one or a series of horizontal levels or steps, usually with vertical or near-vertical surfaces between levels. Benching cannot be done in Type C soil.

**Sloping:** Involves cutting back the trench wall at an angle inclined away from the excavation.

**Shoring:** Installing aluminum hydraulic or other types of supports to prevent soil movement and cave-ins.

**Shielding:** Protecting workers by using trench boxes or other types of supports to prevent soil cave-ins.

Compliance Safety and Health Officers will initiate inspections whenever they observe an open trench or excavation, regardless of whether or not a violation is readily observed. These observations may occur during the course of their normal workday travel or while engaged in programmed or unprogrammed inspections. Operations will also be assigned for inspection as a result of incidents, referrals and complaints. We want to prevent all trench collapses and save lives.” ■



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# UPDATED MOTOR GRADER

## New features in GD655-7 deliver better ergonomics to lessen operator fatigue, boost productivity

If asked to describe the ease of use with typical motor graders, most operators would steer clear of calling it a low-effort task. However, today's updated models provide a host of features designed to significantly reduce operator fatigue and increase productivity.

"The GD655-7 provides an all new, ultra-ergonomic working environment, and the new spacious cab allows more room during long working days," said Komatsu Senior Product Manager Bruce Boebel. "Operators will appreciate the low-effort operation and steering levers, new transmission controls as well as the articulation stop-at-center function that simplifies use."

New performance features include a transmission shift lever with finger-operated forward-neutral-reverse switch that reduces required hand movement. That's in addition to the already standard Komatsu power-shift transmission that was designed and specifically built for Komatsu graders and delivers on-the-go, full-power shifting.

### Greater speed, less fuel

The GD655-7 offers inching capability and automatic shifting in higher ranges. An industry exclusive, dual-mode transmission with eight forward and four reverse speeds, allows higher travel speeds and reduces fuel consumption of a direct drive. It also delivers increased tractive effort and the control of a torque converter.

"It is grade-control ready, with no aftermarket valve required," Boebel noted. "Additionally, the GD655-7 has two standard, five-section hydraulic control valves that enable the addition of attachments and are strategically located to improve forward visibility."

New cab enhancements include a slightly smaller but "right-sized" steering wheel that provides more visibility and room and is convenient for long "blade-up and roading" trips. A steering lever allows operators to keep hands on the low-effort equipment levers and make small steering adjustments while at work, without the need to turn the steering wheel. Highly adjustable arm rests and consoles have power raise and lower functions and mechanical fore/aft adjustments to precisely fit user preferences.

"Operators can select Power or Economy mode to match conditions and optimize fuel savings," said Boebel. "This is a highly productive machine, and a solid choice for anyone who uses a motor grader for construction, road building, snow clearing or other applications."

Boebel points out that the new GD655-7 is among the leaders in the 20-ton range, and it will be sold concurrently with the Dash-6 model to offer customers an additional choice to meet their needs. ■



**Bruce Boebel,**  
Komatsu Senior  
Product Manager

### Quick Specs on Komatsu's GD655-7 Motor Grader

**Model**  
GD655-7

**Net Horsepower**  
218 hp

**Operating Weight**  
38,140 lb

**Blade Length**  
14 ft

Komatsu added new features to its GD655-7 motor grader. "It provides an all new, ultra-ergonomic working environment," said Komatsu Senior Product Manager Bruce Boebel.





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## 'THE TOTAL PACKAGE'

### Better warranty, lower price prompt landfill to add Komatsu D155AX-7 dozer to fleet



Lacy Ballard,  
Waste Connections  
Midway Division  
District Manager

The Midway Division of Waste Connections, Inc. serves the Chicago area through its Winnebago Landfill in Rockford, Ill. The 500-acre facility accepts 16 million pounds of solid waste daily, so having reliable equipment is paramount to the success of the operation.

When his dozer fleet began experiencing earlier-than-anticipated component failures, Midway Division District Manager Lacy Ballard decided it was time to make a change. In 2017, he turned to Komatsu and his local distributor to add a D155AX-7 dozer with a waste package, which offers enhanced features, such as striker bars and additional gap sealing, to protect the machine's vital components.

"We were able to purchase a brand new D155 with amazing warranties for less than what we

were quoted for a used, competitive dozer with 3,000 hours," said Ballard. "Even before putting it to work, the D155 provided significant value."

That worth continued to increase once the dozer got into action clearing tipplers, which are tractor-trailer loads of garbage.

"The D155 doesn't work nearly as hard to push the garbage; we haven't experienced any overheating issues with the torque converters," said Ballard. "The regeneration process is the best of any Tier 4 machine we've owned, the tracks are easy to clean and the visibility from inside the cab is amazing. It's the total package."

#### Stamp of approval

To top off the acquisition, Ballard says that the service and attention he receives from Komatsu is above-and-beyond.

"The experience is second-to-none," shared Ballard. "Komatsu has been extremely beneficial in helping us address concerns, provide training and be proactive. For example, we had an issue with debris getting into the radiator, so Komatsu came to retrofit a fix and will incorporate it into the design of future D155 models. The attention we receive with just one machine speaks a lot about how Komatsu treats its customers."

While this was the first Waste Connections facility to utilize a Komatsu dozer, it's possible that additional D155AX dozers will be put to work at the organization's other landfills across North America.

"I gave a presentation on the dozer at our annual corporate meeting, and I recommended it to our district managers," stated Ballard. "I'm very happy with the decision to go with the D155 and Komatsu." ■

At the Winnebago Landfill in Rockford, Ill., a Waste Connections operator uses a Komatsu D155AX-7 dozer to move a pile of garbage. "It's the total package," said Waste Connections Midway Division District Manager Lacy Ballard. "I'm very happy with the decision to go with the D155 and Komatsu."

#### ▶ VIDEO



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## REDESIGNED QUARRY LOADER

### Added features improve productivity, fuel consumption of new WA900-8

Can a productive large wheel loader also be highly efficient? The answer is yes, according to Komatsu Product Marketing Manager Robert Hussey, who points to the new Tier 4 Final WA900-8 as a perfect example.

“We added several new elements that contribute to improved productivity, while lowering fuel consumption by up to 10 percent,” said Hussey. “Among them is the introduction of a modulation clutch system, which allows for smooth approaches when loading trucks in v-cycle applications. Also, a throttle lock allows the operator to set engine speed, and auto-deceleration helps save fuel.”

Additional productivity and efficiency features include:

- The introduction of Komatsu SmartLoader Logic, an engine-control system that optimizes engine output for all applications to minimize fuel consumption. It works automatically and does not interfere with production.
- A closed-center load-sensing hydraulic system that delivers the right hydraulic flow required for the job. This allows for fast work equipment speeds, keeps hydraulic oil cool and reduces fuel consumption.
- An automatic digging system that actuates the bucket tilt and lifting operations by sensing the pressure applied to the work equipment, thereby optimizing bucket load.

#### Operator-friendly design

“The automatic-dig, semi-automatic-approach and automatic-dump systems allow operators to focus on the travel path of the machine, rather than its operation,” said Hussey. “They can fill the bucket without

touching the equipment levers, which reduces fatigue. Operators will also like the redesigned cab with improved visibility and rearview camera.”

Hussey noted that optional add-ons include KomVision with radar, a six-camera system that provides a bird’s-eye view of the machine and its surroundings on a dedicated, in-cab monitor for greater situational awareness. The radar alerts operators when objects enter the machine’s working area.

“This quarry loader is purpose-built to match with 70- to 100-ton trucks,” Hussey said. “We also offer a high-lift configuration to pair with 150-ton trucks. Our customers said they were looking for a loader with these features and benefits, and we designed the new WA900-8 to meet those needs.” ■

The new WA900-8 offers a modulation clutch system, Komatsu SmartLoader Logic and a closed-center load-sensing hydraulic system, all of which contribute to improved productivity and reduced fuel consumption.



Robert Hussey,  
Komatsu Product  
Marketing Manager

▶ VIDEO



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# NEW MINING EXCAVATOR

## Powerful model increases performance in quarry and mining applications

Typically, large machinery is used for high-volume digging when the top priority is moving mass amounts of material quickly. Another reason is completing the job in the most efficient and cost-effective manner. Komatsu Senior Product Manager, Mining Support Equipment Joe Sollitt said companies can better achieve both objectives with the new 200-ton-class PC2000-11 excavator that delivers increased horsepower, compared to the Dash-8 model it replaces.

“Customers told us they want better multifunction performance and productivity than the previous model and the competition,” Sollitt said. “With more available engine horsepower, we were able to increase pump absorption and re-engineer the engine-pump-control logic. In combination with a more efficient hydraulic system, the PC2000-11 can load out more material per shift.”

The upgraded excavator has four working modes to tailor machine performance to operating conditions and maximize production and/or efficiency. Among them is an all-new Power Plus (P+) mode that increases productivity up to 12 percent while moving more material per gallon of fuel burned.

### Greater reliability, durability

Sollitt emphasized that Komatsu designed the PC2000-11 for greater reliability and durability. It has thicker, stronger boom plates and castings that are highly resistant to bending and torsional stress. The center and track frame were strengthened, and the excavator has larger diameter carrier rollers for extended service life.

“No stone was left unturned when designing this new model. The work equipment and

superstructure were engineered to withstand the most demanding applications, and service life of the undercarriage components has been extended. A ground-level service center is standard,” said Sollitt. “The PC2000-11 maintains the power module design that service technicians have grown to love. It provides low noise levels in the cabin, excellent accessibility to major components and reduced labor hours when it comes time for planned overhaul.” ■



Joe Sollitt,  
Komatsu Senior  
Product Manager,  
Mining Support  
Equipment

### Brief Specs on Komatsu’s PC2000-11 Excavator

Model	Net Horsepower	Operating Weight	Bucket Capacity
PC2000-11	1,046 hp	445,179-456,926 lb	15.7-17.9 cu yd

Komatsu’s new PC2000-11 excavator delivers increased horsepower compared to its predecessor and four selectable working modes for better performance in multiple applications and site conditions. Thicker, stronger boom plates and castings are among several new features that improve reliability and dependability.

### ▶ VIDEO





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## SUPER-SIZED DEMO

### Komatsu opens Arizona Proving Grounds to mining and quarry customers

Komatsu welcomed customers for the first time to its 660-acre Arizona Proving Grounds in Sahuarita, Ariz., for Quarry Days this spring. Attendees had the opportunity to run some of the largest machines in Komatsu's fleet, like the new 450,000-pound PC2000-11 excavator and 899-horsepower WA900-8 wheel loader.

"It was a unique opportunity to host Quarry Days at our Arizona Proving Grounds, and it generated a lot of anticipation and excitement," said Komatsu Senior Product Manager for Mining Support Equipment Joe Sollitt. "We specifically tailored the event to quarry and mining customers by displaying and demonstrating larger, mechanical-drive products in an application that is representative

of our customers' jobsites. We also aligned Quarry Days with the launch of two of our newest Komatsu products, the WA900-8 wheel loader and PC2000-11 mining excavator.

"The facility was also a major draw for the event," he added. "We were able to showcase the ongoing research and development activity that occurs right here in Arizona."

Through the course of six days that featured eight sections, more than 200 customers and distributor representatives attended information sessions, toured the facility and operated several machines including the D375A-8 dozer, WA600-8 wheel loader, HD605-8 mechanical truck in addition to the PC2000 and WA900.

#### Up close and personal

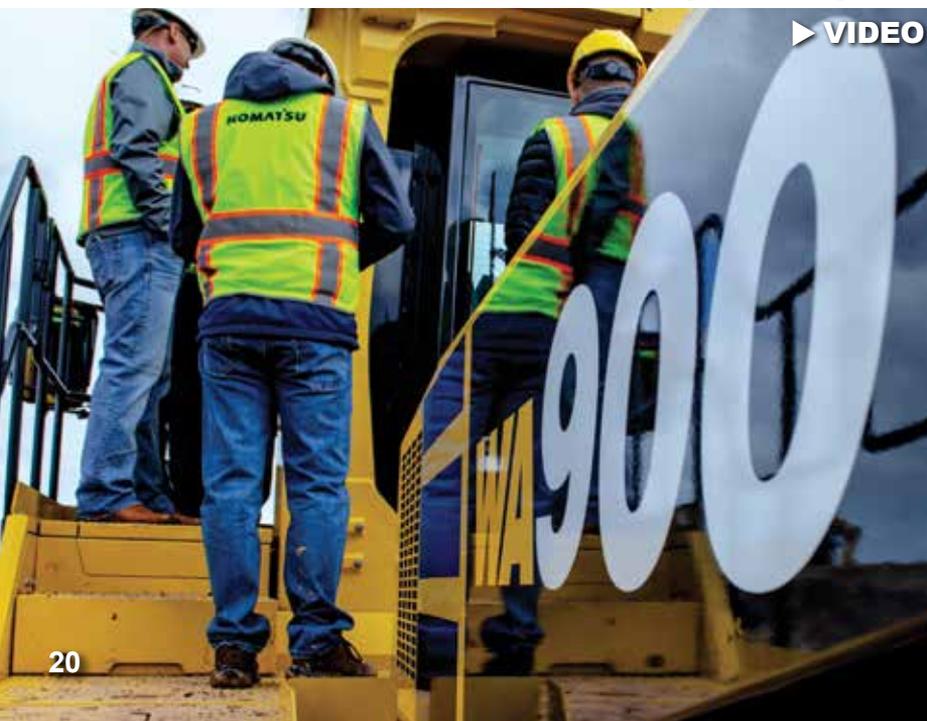
"We purposely designed the demo with smaller groups and fewer machines," explained Sollitt. "It was a far more personalized event. This gave customers more time to check out machines specific to their application needs and have additional one-on-one opportunities with our product experts."

The event was a hit with those who attended.

"It was very impressive to see all of these huge machines," said William Paul of Tilcon New York. "The event was well-organized, all of my questions were answered and I got to run some awesome equipment."

"This was a great opportunity to get out and play on the equipment," commented Dallas Archibald of J.R. Simplot. "Usually at other manufacturer events, that isn't the case. Getting a chance to get in the machine and see how it responds makes a huge difference, compared to just walking around it." ■

A group of attendees at Komatsu's first Quarry Days at the Arizona Proving Grounds in Sahuarita, Ariz., check out the latest Komatsu machines that are specific to their operations.



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# BUSINESS SOLUTIONS GROUP 2.0

## New leader continues the focus on finding money-saving efficiencies in customers' operations

**QUESTION:** Is it fair to say that Komatsu's Business Solutions Group (BSG) is entering its second generation?

**ANSWER:** Yes, it is. The group started from scratch in 2015, based on a conversation with Vice President, Products and Services Rich Smith, who had some ideas he wanted to bring from Mining into the Construction Division. That first discussion wasn't much more than Rich talking through three slides describing his vision, but they turned out to be quite prescient.

Ken Calvert was the team's leader, with me as his deputy. We hired the initial team members and built from the ground up. We spent the first 18 months trying to make a name for the group and telling customers what we could offer. Eventually, we found our groove and reached the point where people were asking us to do things for them.

This year we've experienced a lot of changes, beginning with Ken's retirement. Additionally, we "graduated" that first team and welcomed several new faces, as was always the plan. The idea isn't to make a career in the BSG; we think that rotating in new people creates fresh ideas and perspectives. This is like a second version; however, now we have the benefit of a clear direction and established reputation. It's a very exciting time.

**QUESTION:** What are some of the group's successful initiatives to date?

**ANSWER:** Two things that we've had a significant part in are right-sizing customers' fleets and developing the Total Cost Assurance program. With right-sizing, we look at a customer's operation and recommend a

*Continued . . .*



**Matt Beinlich, Director,  
Komatsu Business Solutions Group**

*This is one of a series of articles based on interviews with key people at Komatsu discussing the company's commitment to its customers in the construction and mining industries – and their visions for the future.*

Matt Beinlich started at Komatsu as an intern while working toward an engineering degree at the University of Illinois Urbana-Champaign. When he graduated in 2002, he returned to Komatsu as a full-time employee.

"I began as a Service Development Associate, and I had the opportunity to work in both the Mining and Construction Divisions," said Beinlich. "It was a good introduction to the differences and similarities between these two worlds."

From there, Beinlich was involved with the North American introduction of VMHS, a remote machine-monitoring system for large mining equipment – today known as KOMTRAX Plus.

Beinlich then moved into technical support and worked to centralize the process of communication between engineers and distributors regarding machines in need of repair. After a successful stint there, he was tabbed as Deputy Director, Business Solutions Group and helped create the team.

"Being a part of the Business Solutions Group has been an amazing experience," said Beinlich. "I love that we are problem-solvers and forward-thinking."

In early 2019, Beinlich was named Director, Business Solutions Group, taking over for his mentor, Ken Calvert, who retired earlier this year. "Ken was a great teacher, and I am very excited to take the baton from him."

Away from the office, Beinlich enjoys spending time with his wife Melanie and their twin boys, enjoying nature and traveling.

# 'We're known as problem solvers'

... continued

fleet that will help them operate in the most efficient way possible by matching equipment to the application. This idea has really caught on with equipment owners.

Matt Beinlich says that the defining trait of the Business Solutions Group is the resolve to find the data and information needed to solve customers' problems.



The Business Solutions Group is focusing on creating synergy with other Komatsu teams to help deliver better results for customers. "By working together, we can blend services and continue to streamline the process and increase efficiency," said Matt Beinlich.

Helping customers build an efficient fleet through right-sizing is a common task for the Business Solutions Group. "We evaluate the customer's operation and applications and then make fleet recommendations, which typically saves money while boosting production," said Director, Business Solutions Group Matt Beinlich.



The Total Cost Assurance idea adapts what the mining industry refers to as RAMPs or repair and maintenance plans. However, there are some key differences between the economics of mining and construction machines. For example, construction machines run fewer hours per year and are rarely overhauled. We worked with one of our distributors, Power Motive Corporation, to understand how they made this concept successful in their territory. We have shared these best practices across the rest of North America. Sometimes, BSG acts more like a proliferator of good ideas, rather than the originator, and we're just fine with that.

**QUESTION: What new areas will the BSG focus on in the future?**

**ANSWER:** As we've grown, we've noticed some overlap with other groups inside Komatsu. Building upon that synergy is a key goal this year.

For example, when one of Komatsu's operator trainers meets with an end-user, the trainer coaches the customer on how to use a machine most efficiently. When we visit, we advise them on how to best use that machine within the entire jobsite's operation. We are doing similar things, although on different levels. By working together, we can blend services and continue to streamline the process and increase efficiency.

**QUESTION: What legacy do you hope to establish for the group?**

**ANSWER:** Ken was the perfect person to start this effort and a tremendous mentor, so I hope his fingerprints remain on the BSG for a very long time. He always said that we should strive to be executors. What he meant was that we should finish what we started. It's really easy to encounter a challenge and give up because there isn't enough information. When we come to that point, we do the research to find the answer.

That's been our defining trait so far, and I think that's why we're successful. We're known as problem solvers. Now that our first round of employees is moving into other divisions, I am excited to see how our reputation grows and in what other areas we can help. ■

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**Brian (left) and Thomas Cronin / Prosperity Construction / Jackson, MS**

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# NEW PRODUCT FOR DOZERS

## First General Construction Undercarriage installed on dozers; end-users laud new Komatsu Genuine option

In January 2019, Komatsu introduced an expansion to the General Construction (GC) product offering with the addition of conventional track link assemblies for all D51, D61 and D65 dozers. Jim Funk, Senior Product Manager – Undercarriage, said the first customers to install the GC link assemblies have shared positive feedback.

“We are very excited about the initial success of this product and are happy to hear it’s fitting in exactly where we hoped it would,” said Funk. “To have the very first dozers in the world with this product here in North America, makes us very proud. The quality of the GC product proved itself with the excavator offering through the past four years, so we are thrilled about adding dozer products to this category. In line with our goal

from the start, the GC products are filling a void in our offerings.”

Funk said Komatsu’s intention was to design a product for those customers who prefer Komatsu Genuine Undercarriage products and the support of its distribution network, and are looking at their replacement options due to the status of their machines. He emphasized that Komatsu is always working to provide effective and reliable undercarriage products that meet customer needs.

### First-hand reviews

The first D51 to have General Construction link assemblies installed belongs to Gleason Clay Company in Gleason, Tenn. Its D51PX-22 works in a clay mining



**Jim Funk,**  
Komatsu Senior  
Product Manager –  
Undercarriage

*Continued . . .*



(L-R) Komatsu Senior Product Manager – Undercarriage Jim Funk and Komatsu District Parts Sales Manager Ken Torian meet with staff members from Houston Products Processing (HPP) in Baytown, Texas. HPP was the first company to have a new Komatsu General Construction track link assembly installed on a D65.

# Price, performance cited as reasons for OEM parts

... continued

application and is used to clear paths for its excavators, as well as to remove overburden to reach clay seams. Gleason Clay Company Mine Supervisor Kurt Lehmkuhl said that in the past the company considered using will-fit undercarriage replacements for their less used dozers; however, the Komatsu GC proved to be

a much better choice this time. Additionally, the Komatsu Genuine Assurance coverage that the GC product carries helped Gleason Clay make the decision over other options.

"It really hit right in the price point I was looking for. With Komatsu's history, and the relationship that we have (with our local distributor), I felt like it was the way for us to go," said Lehmkuhl. "The warranty (assurance) is there, so everything looks good."

J.S. Paris Excavating in North Jackson, Ohio, was the first business to have the new GC link assemblies installed on a D61. The company performs a wide variety of earthwork services across several market sectors, including residential, commercial and energy.

"We have chosen original equipment manufacturer (OEM) Komatsu parts over aftermarket suppliers because of their performance," said J.S. Paris Operations Manager John Haifley. "The price difference is minimal, and that makes it an obvious choice."

Komatsu distributor Product Support Sales Rep Rob Rivera, who supports J.S. Paris, is excited to have a new option with Komatsu Genuine Undercarriage. "This new product line gives customers another OEM option to consider when replacing their factory installed undercarriage. With the longest assurance in the industry, I can easily share my confidence in the product," said Rivera.

One of the very first D65 machines to have the new GC link assemblies installed was at Houston Products Processing (HPP) located in Baytown, Texas. "With the price of this link assembly, and the assurance we can offer, there was no reason to look at other options," said Komatsu distributor Product Support Sales Rep Tres Forester, who supports HPP.

Funk suggested that anyone looking to learn more about the General Construction offering can contact their local Komatsu distributor.

"Our distributors carry a wide range of options, serving as a complete source for undercarriage needs. Our GC offerings have added to that and will continue to do so as they expand in the coming years," he said. ■



Komatsu Senior Product Manager – Undercarriage Jim Funk (left) along with Komatsu District Parts Sales Manager Josue Tuche (right) check in with a team member from Gleason Clay Company in Gleason, Tenn., and a local distributor representative. Gleason Clay was the first to install a Komatsu GC Undercarriage replacement on a D51.



J.S. Paris Excavating in North Jackson, Ohio, boasts the first D61 dozer to have a General Construction track link assembly installed. "We have chosen original equipment manufacturer (OEM) Komatsu parts over aftermarket suppliers because of (their) performance," said Operations Manager John Haifley (third from left) during a visit from Komatsu representatives and his local distributor.



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# A CLEARER PICTURE

## New tool helps equipment owners calculate fuel consumption more accurately

In order to operate profitably, equipment owners need to make well-informed estimates when setting a budget, placing a bid or purchasing a new machine. Correctly anticipating the amount of fuel a machine will consume during a given time can provide significant value to an owner's bottom line – and Komatsu makes that process a lot easier.

*For more information about this tool, contact your local Komatsu distributor.*

“Typically, equipment owners forecast annual fuel consumption by categorizing the type of work the machine will do into three categories: light, average or heavy,” explained Matt Beinlich, Komatsu Director, Business Solutions Group. “Those are pretty subjective terms, and guessing wrong could be costly. We want to give owners a more precise prediction.”

To accomplish this, Beinlich and Komatsu's Business Solutions Group developed a chart based on the relationship between fuel burn

and idle time. Using KOMTRAX, the team can compare like-model machines to more accurately determine the average fuel consumption.

“We use idle ratio because it's the biggest driver of fuel consumption; and it is measurable data that we can get from KOMTRAX. It gives us the clearest idea of how a machine is really being used,” noted Beinlich. “A heavy-use machine will idle less than a light-use machine. This allows us to better define light, average and heavy work for the equipment owner.”

### Better definition of average

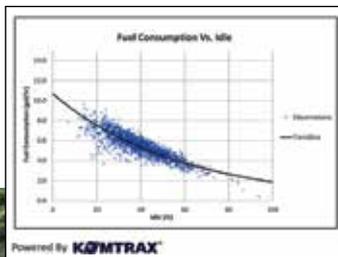
Using a chart with idle time on the horizontal axis and fuel burn on the vertical, the Business Solutions Group uses KOMTRAX to display information from like-model machines onto a scattergram or scatter plot (see chart).

“This helps us determine a best-fit line that covers all possible scenarios. If the average idle rate for a specific model is 40 percent, and a company knows its idle time will be closer to 30 percent, it can classify its machine usage as heavy,” said Beinlich. “The company can then use the chart to determine how many gallons per hour they should expect to burn in a heavy-use environment for that machine.”

The information can help customers make clearer, more informed choices when purchasing equipment as well as assist in setting operating budgets and calculating bids.

“With this approach, it's realistic that a customer's annual fuel budget for a single machine might swing \$2,000 per year in either direction when compared to simply using the national averages. Think about how that adds up across an entire fleet,” said Beinlich. ■

To give customers a more precise estimate on the amount of fuel a machine will use annually, the Business Solutions Group uses KOMTRAX to show the relationship of idle time to fuel consumption. By sampling as many as 2,000 like-model machines, owners can use their idle rates and follow the black trend line to calculate their expected fuel burn.



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**Marv Selge (with Noah & Justin) / Selge Construction, Inc. / Niles, MI**

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# Court rules general contractors can be cited for subcontractors' safety violations

The U.S. Court of Appeals for the Fifth Circuit in New Orleans ruled that the Occupational Health and Safety Administration (OSHA) may cite general contractors for subcontractors' safety violations. The ruling receded from a 1981 precedent by an administrative law judge that said OSHA could only cite controlling employers – a legal term indicating the general contractor – for the safety of its own employees.

The opinion stems from a 2015 case in Texas where a general contractor directed a

subcontractor to work in what was deemed unsafe conditions. Both were cited for willful violation of an OSHA regulation regarding exposure of employees to a cave-in hazard.

An administrative judge for the Denver Occupational Safety and Health Commission previously ruled the general contractor could not be cited for the safety hazards created by a subcontractor. The Fifth Circuit said recent rulings in similar cases render the 1981 decision obsolete. ■



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# LUTHER BRAUN

## New role is natural progression for Southern Regional Operations Manager

Luther Braun's employment history follows a neat trajectory that has provided well-rounded experience for his new position as Road Machinery & Supplies Co.'s Southern Regional Operations Manager. From a construction company owner to a heavy equipment sales rep, Braun has worked on both sides of the equation. Now, he's applying that knowledge to the parts and service areas of the industry.

"I love the construction world," shared Braun. "I think having been an end-user gives me the ability to anticipate the needs of the customer, and my time as a sales rep helps me understand the intricacies and realities of how customer service works."

Braun, who joined RMS in March of this year, aims to build trust and loyalty with customers.

"I want people to see RMS as a one-stop shop for all of their sales, service and parts needs," explained Braun. "We have relationships with some of the industry's leading manufacturers, and I look to ensure that our service continues to match that high standard."

### Goals for parts and service

Braun plans to achieve his objective on the service side with a two-pronged approach that includes training and recruiting.

"We have very talented people in our organization, and providing them with the training they need on the latest equipment and technology will help to keep them at the top of their game," noted Braun. "Furthermore, finding service technicians is a challenge in this industry. Our plan is to develop techs by sparking young people's interest in the profession, helping with their education and

offering them positions in our shops."

On the parts side, meeting the mark will require a planned approach based on calculated decisions.

"A massive parts warehouse with dozens of every part isn't realistic – or efficient," said Braun. "Utilizing programs like KOMTRAX and pulling from our experience helps RMS be proactive and stock the parts that customers need."

Having a plan also comes in handy for Braun outside of the office. With three very busy daughters, he and his wife, Amy, are frequently on the move.

"We are always doing something," he laughed. "Volleyball, softball, camping, boating, hiking – we're pretty active." ■



New Southern Regional Operations Manager, Luther Braun, leads the parts and service departments at Road Machinery & Supplies Co. locations in Iowa and Illinois. "I want people to see RMS as a one-stop shop for all of their sales, service and parts needs," explained Braun.

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# STEVEN KLATT

## Building new relationships is key to success for new RMS Rentals General Manager

Offering equipment and delivering service are two surefire ways to help customers build and maintain their fleets. For new RMS Rentals General Manager Steven Klatt, there is a third aspect of the job that is more important – building relationships.

“Having inventory is just one small part of the job – anyone can do that,” said Klatt. “Taking the time to really get to know customers helps us understand what their needs are and how we can adapt to best serve them. Combining that with top-of-the-line equipment and phenomenal service is what sets us apart from the competition.”

That commitment has been a calling card for Klatt throughout his career. After more than 28 years of construction-equipment management with a national rental company and a large general contractor, he joined RMS Rentals this spring and assumed the General Manager role when he succeeded Mark Rossi upon his retirement in May. In fact, developing relationships is what led Klatt to his new role.

“I worked with Mark and RMS Rentals in the past, so when I saw the posting for his position, I felt like it would be a great opportunity,” recalled Klatt. “One thing I have admired about RMS Rentals is its dedication to customers. That has always been a strong suit of Road Machinery & Supplies and RMS Rentals, and it fits perfectly with my style. I’m very excited to get to work.”

### Supporting adaptability

In RMS Rentals, Klatt sees plenty of opportunities to help customers become more flexible and profitable.

“Taking advantage of our rental fleet can help customers add high quality

equipment without the burden of a significant financial investment,” he explained. “We are a full-service rental house. We handle delivery, pick up, maintenance, service and emergency service.

“Rentals give customers the confidence to add pieces as they need them,” he continued. “Knowing they can get a specialty machine from us for a short window of time may allow them to target more jobs, which can be a significant boost to their bottom line.”

Away from the job, Klatt is typically spending time with his wife, Pam, and their two daughters, Amelia and Meghan.

“We like hanging out and being together,” stated Klatt. “We also enjoy traveling, golfing and attending sporting events.” ■

RMS Rentals General Manager Steven Klatt believes that building relationships with customers is just as important as the equipment and service a company offers. “Taking the time to really get to know customers help us understand what their needs are and how we can adapt to best serve them. Combining that with top-of-the-line equipment and phenomenal service is what sets us apart from the competition.”



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