Cornhusker International Maximizes Techs' and Operational Efficiencies with Lawson

Company Snapshot:
A family-owned truck dealer for over 45 years, Cornhusker International Trucks dealerships and service centers extend throughout Nebraska and western Iowa. Cornhusker provides the region with a wide selection of commercial trucks and school buses, as well as truck leasing and rentals through Cornhusker Idealease.

Its central US location and award-winning service make Cornhusker the go-to for scheduled and preventative diesel maintenance or handling unexpected breakdowns and vehicle issues, whether on an International, a Peterbilt or a pizza truck.

Situation:
Semi-trucks and single-unit trucks travel a combined 297 billion miles a year, according to the Federal Highway Administration. All these miles, and operators keeping older equipment on the road longer mean vehicle service and maintenance providers like Cornhusker are in demand.

The twelve bays in the company's Norfolk, Nebraska service department are always full and turnover quickly – the team is known for lightning-fast service. However, that efficiency is compromised if a technician doesn't have a critical part, tool, or repair material at hand. More importantly, it could mean missing a promised delivery window or keeping one of its own rental fleet vehicles out of service.

A service manager's primary focus is keeping the service department running smoothly by making sure the technicians have everything they need to do their jobs safely and efficiently to meet customer needs.

Service Manager Larry Carley and Parts Manager Jacob Pacas wanted to keep their techs working, and not wasting me searching for parts. They needed an MRO partner that was attentive and onsite more often and one that anticipated business and tech needs to save their operation time and money.

Solution:
Cornhusker leveraged Lawson's vendor-managed inventory and hands-on approach. The local Lawson rep analyzed their current state and inventory placement and then reorganized key areas for a highly functional, flexible, and adaptable space. Smarter parts locations, shorter reaches and fewer steps minimized movement and maximized efficiency.

Image credit: CIT

Cornhusker performs a great deal of electrical and wiring work, especially in setting up new trucks. Lawson installed fleet and transportation DOT- compliant product assortments, storage bins and labels tailored to the shop's specific needs, as well as essential abrasives and cutting tools. Lawson rep Mike Rus looks for opportunities to work collaboratively with Carley and Pacas to implement cost savings and better processes.

"We enhanced the Norfolk facility's hydraulic maintenance program by creating a customized crimper workstation with equipment, hose, fittings, tooling and in-shop training," said Rus. "Now, with their Eaton® Weatherhead hydraulic hose crimping cell, techs make OEM-quality hose assemblies correctly and safely in-house. This change reduced downtime and helped cut costs by 50 percent."

Mike Rus conducts operational reviews and tracks Cornhusker's inventory usage, ensuring optimization and eliminating out-of-stock and dead inventory. Having custom assortments and kits on hand and a well-organized parts and supplies system enhances workflow and productivity, ensuring technicians have the right tool in the right place at the right time.

Cornhusker has a high customer retention rate. The company lands new business through great word-of- mouth from satisfied fleet managers and truckers. Every minute of downtime costs drivers. They trust Cornhusker with their service needs, and Cornhusker trusts Lawson to be sure they have what they need to complete the job quickly and get vehicles back on the road.

Business impact of working with Lawson:

High Impact – Increased fleet uptime and longevity
High Impact – Greater productivity; technicians maintain their focus on repairs
High Impact – Easier to find the correct parts

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