

# Kennedy Trailers and York Transport forge a Gold Standard Partnership

*When Victorian trailer builder Kennedy Trailers needed to build ten road trains in just five months for a mining customer, York Transport Equipment proved to be the partner it needed to deliver robust and reliable products on time.*

Kennedy Trailers puts a huge value on strong partnerships. For half a century, the family owned and operated manufacturer specialised in providing custom-built trailers for Australia's logging companies, catering for their specific needs with innovative designs. Business was going strong until 2008 when the logging industry started a long decline and Kennedy Trailers was forced to take another road in order to survive.

"We could only watch as many of our long-time customers were sent into turmoil," says Cory Kennedy, Kennedy Trailers' Customer Service and Sales Manager. "We went from building 75 logging trailers in 2008 to an all-time low of just eight trailers in 2012."

**We choose York and enjoy dealing with York not only because of the product but also because of the relationship with the people involved in making it happen. It all comes down to York's great customer service.**

Cory Kennedy, Kennedy Trailers

Fortunately, Kennedy Trailers already had a smaller venture building side tippers for Gould's Transport in Australia's key resources region – Kalgoorlie, Western Australia. The opportunity to grow this business was ripe and it soon became its core business. Kennedy Trailers now builds over 100 trailers a year, with the majority of them being side tippers.

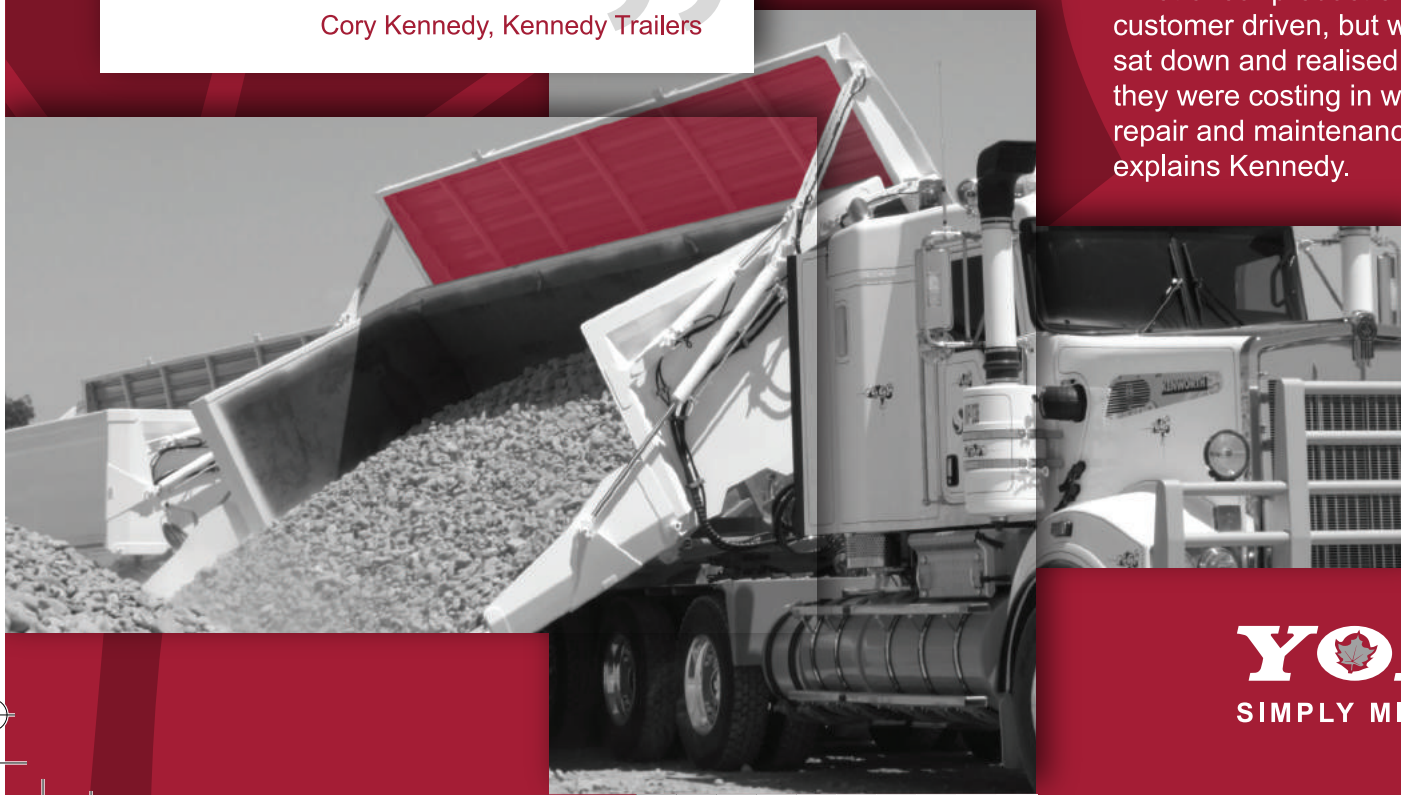
## Putting Reliability First

In August 2012, Kennedy Trailers won a contract to build ten road trains for McAleese Resources (formally IES Resources), a leading provider of bulk haulage and ancillary on-site services to mining companies in Australia, also operating in Kalgoorlie.

The job required a set of trailers that would not only meet tare weight expectations but also would not compromise on quality. In the mining industry, expensive downtime and wear and tear is a major concern to operators. Kennedy knew that outstanding reliability was the number one criteria in order for the trailers to withstand Australia's harshest conditions. As such, he needed a partner he could trust to bring superior products and expertise to the job.

At the time, Kennedy Trailers was working with a different parts and components manufacturer but had been let down by its customer service. However Kennedy had worked with York Transport Equipment some years before and knew they had the right product for the job.

"A lot of our product choices were customer driven, but we finally sat down and realised how much they were costing in warranty, repair and maintenance," explains Kennedy.



**YORK**  
SIMPLY MILES AHEAD

Continued from page 1...

"From past jobs, we knew York's product was of a higher quality than that of the supplier we were using simply 'because we always have'. We couldn't afford to compromise on reliability with these trailers so we decided it was better to spend a little bit extra upfront in order to cut the maintenance costs down the road."

With its roots deep in the transport industry, York Transport Equipment prides itself on products and services that are custom-designed to cut the total cost of ownership without compromising on quality, safety or reliability.

"Downtime costs money," says Philip Craker, Country Head, York Transport Equipment.

"Our products are designed to achieve the perfect balance of higher durability and lower weight for our customers and above all, to guarantee a longer lifespan for the axles and suspensions – which is critical in such a cost conscious industry."

Not only did York supply the parts on time, York's representative, Dave Carrol ensured communication was honest and open throughout the job. This is something Kennedy, like many of York's customers, looks for in a long-term partner.

"Suppliers and external contractors are our biggest worry as we do not have control over what happens. But if you have an honest answer from your supplier and they stand by what they say then you have a better chance of succeeding with your own timelines. The rest is down to you," says Kennedy.

"We have confidence in Dave and believe we have an honest relationship. It's not the average salesman relationship where the interest in your business is clearly forced."

York rose to the challenge of delivering to a tight timeframe and Kennedy was able to set a build

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Cory Kennedy,  
Kennedy Trailers



Kennedy agrees. "We believe that using York is as good as using our own product in these trailers. Once you buy it, you don't need to touch it. It's one cost."

## Finding a Trusted Partner

For the next five months, the Kennedy Trailers and York Transport teams worked together to build road trains on 180 MFL Axles and York 9 Leaf Mechanical Suspensions. Time was the biggest challenge in the project.

"We had ten road trains to deliver in five months. At the start we thought we had the capabilities to build two per month. But it turns out it wasn't that simple," Kennedy explains. "In some months we had to take on other work from other customers and in other months we were building three per month."

With time a critical factor, Kennedy was reassured by the efficiency of York Transport Equipment.

“...using York is as good as using our own product in these trailers.”

Cory Kennedy,  
Kennedy Trailers



schedule and stick to it. As a result, all ten road trains were delivered on schedule in January 2013.

## Forging a Strong Future

While it was York's superior products that brought the two companies together, according to Kennedy, this is only part of the reason they will continue to work together.

"We choose York and enjoy dealing with York not only because of the product but also because of the relationship with the people involved in making it happen. It all comes down to York's great customer service," he says.

"This is something we put immense value on and we know our partnership with York will help us build a strong future in the resource industry."

**York. Simply miles ahead.**