

# IN ACTION



## DAF TRANSPORT EFFICIENCY: **PRODUCT INNOVATIONS FOR HIGHEST EFFICIENCY**

DRIVEN BY QUALITY

# GOOD BRAKING. BETTER DRIVING. INTARDER!

Good braking means better driving. Better driving means driving more economically, safely, and more environmentally friendly. The ZF-Intarder hydrodynamic hydraulic brake allows for wear-free braking without fading, relieves the service brakes by up to 90 percent, and in doing so, reduces maintenance costs. Taking into account the vehicle's entire service life, the Intarder offers a considerable savings potential ensuring quick amortization. In addition, the environment benefits from the reduced brake dust and noise emissions. Choose the ZF-Intarder for better performance on the road. [www.zf.com/intarder](http://www.zf.com/intarder)



MOTION AND MOBILITY

**100** MOTION  
YEARS AND  
MOBILITY



- 4** DAF news
- 6** DAF Westerlo 50 years
- 8** PACCAR Parts Europe: “All of this is part of DAF Transport Efficiency”
- 10** JCL Logistics Group: “It’s all about trust”



- 12** DAF Transport Efficiency: Product innovations for maximum efficiency
- 14** DAF adds lustre to transport of chromium
- 18** Gen-Shun: “Do your best and do the best”
- 20** Help, the truck driver is a dying breed
- 22** Brazil: “Ample confidence in the brand”
- 24** DAF Components and Tamsa: a winning combination

# DAF

A **PACCAR** COMPANY

**Colophon:**

*In Action is a publication by DAF Trucks N.V.  
 Editing: Corporate Communications department  
 P.O. Box 90065, 5600 PT Eindhoven, The Netherlands  
[www.daf.com](http://www.daf.com)  
 Concept & realisation: GPB Media B.V., Leiderdorp,  
 The Netherlands*

## YOUR PARTNER IN EFFICIENCY

Our economy is strong and freight tonnages are at a high level. At the same time, in the transport industry achieving lowest possible operating cost and highest return per kilometer is more important than ever before.

That is exactly the reason for introducing our DAF Transport Efficiency program. It consists of a full suite of products and services to support you in optimizing profitability.

Maximizing efficiency starts with the choice for our industry leading DAF trucks, custom built for your application. With fuel efficient engines, long service intervals, low curb weights, excellent aerodynamics and high resale values our LF, CF and XF are the right choice.

We also support your drivers to get the best out of your trucks. State-of-the-art vehicle technologies are at their disposal for highest fuel efficiency. DAF's unique Driver Performance Assistance system constantly monitors and rewards their economical driving style and DAF Ecodrive+ training courses result in significant fuel savings to help improve your performance and profitability.

To go along with our efficient and reliable trucks and many other DAF Transport Efficiency solutions the DAF dealer network offers first class support! Our extensive network of professional dealers provide the highest level of maintenance, service, parts and finance support in the industry to make sure your operation runs smoothly.

That is exactly what you can expect from a real partner in efficiency!

My warmest regards,  
**Preston Feight**  
 President



## 100,000th DAF MULTISUPPORT CONTRACT

Sales of DAF MultiSupport repair and maintenance contracts have doubled since 2014. At present, in excess of 40% of all trucks leave the fabric protected by one of these tailor-made service contracts. The 100,000th DAF MultiSupport contract was recently signed by SUEZ Recycling and Recovery Netherlands.

Andy van Nisselrooij, Senior Buyer at SUEZ: "Our most important criteria when purchasing vehicles are functionality, safety and 'total costs of ownership'. Incorporating repair and maintenance into the purchase gives us a good idea as to the overall costs, means that the trucks will be well-maintained in the long term and guarantees maximum deployability. This enables us to get on with our core business: smart waste management, as well as converting that waste into new raw materials so as not to exhaust our planet's resources".



Richard Zink (DAF Trucks), Andy van Nisselrooij (SUEZ), Eelco van Veen (DAF Trucks) and Albert Florijn (DAF Trucks) witnessed Richard Bierhuizen (SUEZ) signing the 100,000th DAF MultiSupport repair & maintenance contract.



In the foreground, from left to right: Bryan Sitko - Managing Director Leyland Trucks, Steven Mattinson - Transport Manager Carr's Flour Mills Ltd, Peter Fullelove - Dealer Principal Solway DAF

## LEYLAND TRUCKS PRODUCES 400,000TH TRUCK

At Leyland Trucks in Great Britain, the 400,000th truck rolled off the production lines since the opening of the current manufacturing facilities in 1980. The jubilee truck – a DAF XF 460 FTP cabin – was handed over to Carr's Flour from Silloth in Cumbria in the north-west of England.

"I'm proud to be a DAF customer", said Steven Mattinson, Transport Manager at Carr's Flour. "Since as far back as we can remember our business has been investing in trucks manufactured right here in Great Britain, and it's great how Leyland Trucks is thriving. A DAF truck is produced in line with the strictest quality standards and is built to last. What's more, a DAF offers maximum efficiency thanks to good fuel economy and low operating costs."

Leyland Trucks' factory was commissioned in 1980 and is among the most modern of production facilities in Great Britain. Leyland Trucks is where the popular LF distribution truck is built, as well as the right-hand drive CF and XF models for the British market itself and for export countries throughout the world.

## EUROPEAN TECHNICIAN OF THE YEAR 2016

Adam Baker, working at dealer Chassis-Cab Truck Centre in Ipswich (GB), has been proclaimed 'European Technician of the Year 2016'. Sixteen finalists from across Europe took part in the final, getting an opportunity to demonstrate their expertise in terms of several heavy, theoretical parts.

DAF dealers throughout Europe may enter their technicians for the DAF European Technician of the Year competition. A total of over 5,000 DAF technicians are eligible for the 'DAF European Technician of the Year' title. The competition consists of two phases. The first year sees

contestants battle it out for the national title in each country. Winners then compete against the other national winners in the European final during the subsequent year.

### Surprised

Adam Baker – who has been working for dealer Chassis-Cab Truck Centre in Ipswich for six years now – was completely surprised by his victory. "I could hardly believe it when I was chosen as the best DAF Technician in Great Britain last year", he says. "And now I'm the best in Europe!"



Johan Drenth, After Sales Director of DAF Trucks N.V. (right), presented the trophy to a delighted Adam Baker

## ‘ECOTWIN’ EMPHASISING TECHNOLOGICAL LEADERSHIP

**DAF Trucks took part in the European Truck Platooning Challenge, which was organised by the Dutch Ministry of Infrastructure and the Environment.**

The objective of the Challenge was to obtain permission from governments to perform large-scale, pan-European testing of truck combinations that are linked wirelessly ('platoons'). This functionality enables truck combinations to drive in tandem, which presents benefits in terms of fuel consumption and therefore CO<sub>2</sub> emissions, safety and the flow of traffic. The Truck Platooning Challenge demonstrated that a second vehicle is technically capable of automatically following the combination ahead using Wifi-P, radar and cameras.

"It goes without saying that there is still a lot of continued development required before we can introduce platooning as a new technology on the market", says Ron Borsboom, member of DAF Trucks' Board of Management and responsible for product development. "This is definitely not a process that will be complete before 2020. There is still a great deal that has to be sorted out in terms of legislation, liability and acceptance. This demonstration has paved the way for truck manufacturers to carry out further testing of the technology on public roads in order to acquire even more experience. It is now up to politicians to make this possible."



## HONOUR FOR JEAN-PIERRE DEPAEMELAERE

Jean-Pierre Depaemelaere, member of the Supervisory Board of DAF Trucks from January 2007 to March 2016, was decorated recently by King Philippe of Belgium with the country's highest civilian honour: that of Grand Officer of the Order of Leopold II. Depaemelaere was decorated with the honour for the great merits his entire career entailed, for his activities as member of the Royal Flemish Academy of Belgium for Science and the Arts and for his considerable involvement in society. Depaemelaere was also decorated with an honour back in 1999: that of Officer of the Royal Order of the Lion.



## DAF MUSEUM WELCOMES 750,000th VISITOR

The DAF Museum welcomed its 750,000th visitor recently. Naturally, this was celebrated as a special occasion. The 750,000th visitor was Mrs Anne Hautmans-Verboven, who was visiting the DAF Museum with her sons David (9) and Levi (5) as well as their friend (9).

"Getting to welcome our 750,000th visitor is a wonderful milestone", says Geert Vermeer, Vice Chairman of the Board of DAF Museum. "We are running the museum with more than 140 enthusiastic volunteers and we're all proud of the fact that we're able to welcome more visitors each year. Nearly 50,000 of them last year! If this growth continues, we'll have our 1,000,000th visitor in four or five years' time."



# DAF WESTERLO 50 YEARS

DAF Trucks in Oevel (Westerlo, Belgium) opened its cabin factory exactly 50 years ago. DAF Trucks Vlaanderen N.V. has become a leading and ultra-modern production facility that has seen investments of around EUR 600 million in the last 15 years. Every day, more than 2,200 employees currently produce 200 cabs and 450 axles for the popular DAF CF and XF trucks. The fact that DAF in Westerlo is now investing EUR 100 million in a completely new cab paint shop demonstrates DAF's confidence in the future of its production facilities in Belgium.



1965

DAF Westerlo under construction, c. 1965



1966

1966 saw the first cabs rolling off the production line

In order to meet the increasing demand for DAF trucks, the production facilities needed to be extended in the mid-1960s. Although DAF had enough space on its site in Eindhoven, there was a shortage of workers in the area. DAF therefore turned its attention towards the Kempen region in Belgium, where the closure of mines and regional diamond polishing factories had created a large potential workforce.

A site covering 40,000 m<sup>2</sup> along the A13 at Oevel was acquired, representing an investment of BEF 90 million. The purchase contract was signed the day before Christmas 1964. Construction of a 12,000 m<sup>2</sup> factory began almost immediately, to be ready for operation in the first half of 1966.

**'MADE IN BELGIUM'** Since 1966, trucks from DAF are for an important part 'Made in Belgium', as the first four cabs came off the production line on 5 May of that year. The production increased rapidly, as evidenced by the fact that already on 5 July, the 1,000th cab was transported from Oevel to Eindhoven. On 26 August, DAF Vlaanderen proudly reported that it was already able to produce 'any type of cab'. In the meantime, the new paint shop was already running at full speed. After two impressive Müller presses were relocated from Eindhoven to Belgium on 1 December – a job that took two months – the factory finally became genuinely 'self-supporting'. Just a few months later, DAF decided to expand the cab factory preparing for the introduction of a whole new generation of trucks with revolutionary tilting cab in 1968.

## AXLE PRODUCTION ALSO TRANSFERRED TO BELGIUM

The high quality of the cabs built by DAF Vlaanderen was the reason why the fast-growing DAF company also moved the axle factory from Eindhoven to Westerlo in 1971. A new 13,000 m<sup>2</sup> factory was added to the existing production line increasing the length of the façade along the motorway to an impressive 380 metres. The number of employees slowly rose towards 1,000.

1985 saw further massive investment in DAF Vlaanderen. For painting cabs a completely new factory was realized, at that time the most environmentally friendly in Europe. The axle factory also witnessed significant innovation less than three years later, in order to guarantee highest quality and performance of the axles. Because these are developed and manufactured



2017

*Vision of the future: DAF Westerlo in 2017, with the new cab paint shop at the top*



2016

*200 cabs roll off the production line every day*



*The modern axle factory produces 450 axles a day*

in-house, DAF axles are always tailored exactly to the individual vehicle type for maximum efficiency.

**DAF VLAANDEREN CONTINUES TO BUILD**

Investment in DAF's axle and cab factory in Westerlo continued in the new millennium, particularly for the new generation of Euro 6 vehicles that was launched in 2013.

Production of the cab bodies was largely robotised, further improving quality and working conditions for the employees. For the same reasons, the production area for the ground breaking Super Space Cabs also received a complete overhaul.

Over the last 15 years, DAF Trucks has invested some EUR 600 million in its axle and cab factory in Westerlo, which delivered its two-millionth axle in 2011 and its millionth cab in 2014. In 2015 a start

was made on construction of a completely new cab paint shop in Westerlo. This will be the the most modern facility of its kind in Europe and increase the production capacity of the cabin factory by 50%. The new cab paint shop has an important role in the further growth of DAF, in Europe and beyond.

**PRODUCTION BASED ON CUSTOMER ORDERS IN ACCORDANCE WITH THE "JUST-IN-TIME" PRINCIPLE**

As with all other DAF factories, production at DAF Vlaanderen is "sequential" in accordance with the "just-in-time" principle. This means that cabins and axles are delivered to the DAF assembly plant in Eindhoven and to Leyland Trucks in Great Britain at exactly the right moment and in the right sequence based on customer orders. The PACCAR Production System

assumes that there is always room for further improvement and that employees know like no one else how their jobs can be done even better, more intelligently and more efficiently.

**"FANTASTIC RECOGNITION"**

"The fact that we are now celebrating 50 years of DAF production in Belgium is wonderful recognition of our more than 2,200 employees," said Preston Feight, president of DAF Trucks N.V. "Thanks to their commitment and dedication, we are able to build trucks that lead the market in terms of reliability, comfort and quality. With our continuous investments in DAF Trucks Vlaanderen N.V., DAF demonstrates its confidence in the future of its plant in Belgium." ■

**PACCAR PARTS EUROPE:**

# “ALL OF THIS IS PART OF DAF TRANSPORT EFFICIENCY”

We all know that cost saving remains crucial for road haulage. Maximising efficiency remains the hot topic within the sector. How do you get the highest return per kilometre? This question forms the basis for DAF Transport Efficiency: a wide array of products and services geared towards further enhancing performance per kilometre. PACCAR Parts plays an essential role in DAF Transport Efficiency.



*Dick Leek: "We have a 97.5% service level, which means that 97.5 out of 100 parts can be supplied direct from stock"*

“**M**anaging parts distribution is one of PACCAR's, and therefore DAF's, core competencies”, begins Dick Leek, General Manager of PACCAR Parts Europe. “Customers want their trucks to be as deployable as possible. Maintenance must be performed as efficiently as possible and unplanned stoppages must be kept to a minimum. And that's only possible if the required parts are available throughout Europe at all times and are getting delivered as swiftly as possible.”

**FIVE DISTRIBUTION CENTRES** Each year, PACCAR Parts sends hundreds of thousands of shipments throughout Europe and to 62 countries outside of Europe from ultra-modern distribution centres in Eindhoven, Leyland, Madrid, Budapest and Moscow. “When it comes to the availability of parts, PACCAR Parts leads the way in the truck industry”, stresses Leek. “We have a service standard of 97.5% and a delivery reliability standard of 99.99%. In other words: If we promise that a part will be

delivered to a dealer in southern Spain tomorrow morning, we will fulfil that promise. What this means for the customer, quite simply, is a higher degree of deployability. And that's a very important part of DAF Transport Efficiency.”

**EXCELLENT SERVICE, THROUGHOUT EUROPE** PACCAR Parts works intensively with the DAF dealer network on all fronts. One example of this is the MDI programme, which stands





*The state-of-the-art distribution centre in Eindhoven is using the latest technologies, such as advanced logistical systems, radio frequency identification and computer-operated voice picking systems*

*Three years ago the TRP Stores were successfully introduced. There are now 25 of them throughout the world, and that number is set to grow further*

for 'Managed Dealer Inventory'.

Leek: "Through this centrally controlled stock management system, we ensure that our dealers from all over Europe have 93% of their parts immediately available in stock in their warehouse. And if a dealer does not have a part in stock, we will ensure that it gets to where it needs to be that same night or early the next morning."

### **TRP TRUCK & TRAILER PARTS**

PACCAR Parts' parts portfolio is being continuously expanded, including via the TRP Truck and Trailer Parts programme, which now consists of more than 72,000 items. "By doing so, we are enabling the dealer to be a 'one-stop shop' for the customer", explains Leek. "He can contact the DAF dealer directly for everything relating to his fleet, such as parts for all makes of trucks and trailers, and also for workplace materials. The philosophy behind TRP is simple: if work on the truck is carried out, why not do so simultaneously with the trailer? Furthermore, it is more efficient to have one contact address and to receive an invoice from just one address. It's efficient and assures the highest quality at an attractive price."

**TRP STORES** DAF's ambition is to always offer a suitable solution to customers, irrespective of the age of the truck. "Second or third owners of a truck

expect the high quality associated with the DAF organisation when it comes to repairs, though they are more sensitive in terms of price and want a greater degree of flexibility", says Leek. "TRP parts are the perfect solution for this group of customers. Particularly in order to serve customers with multiple brands or with older trucks and trailers, we successfully introduced the TRP Stores three years ago. There are now 25 of these throughout the world and this number is set to continue growing."

### **PACCAR PARTS FLEET SERVICES**

Thanks partly to programmes such as TRP, PACCAR Parts is also increasingly able to focus upon fleets. "We have set up an organisation and a system in 13 countries by which we offer larger fleets the option of paying a single uniform price for their parts, irrespective of the European dealer at which the part is being bought or fitted. And all this on a single invoice", explains Leek. "320 fleets are already using the programme and the number is growing steadily. It enables customers to improve their efficiency considerably, as well as offering complete transparency as regards the use of parts. The added value that we are able to offer customers with PACCAR Parts Fleet Services is unique in the industry. And if fleets do their own repairs then we can also support them by way of a modern workplace management programme."

**eCOMMERCE** PACCAR Parts now also offers online ordering. "The aim of this is to make purchasing parts as easy as possible for the customer", says Leek. "Our dealers are using an eCommerce website which is fully integrated with DAF. This makes it very easy for customers to search for and order chassis-specific parts. They can immediately see the availability and place an order at the touch of a button. We couldn't make things any easier."

### **MARKET TO THE MAX**

Another one of PACCAR Parts' unique tools is 'Market to the MAX'. This programme supports over 600 DAF-dealers in 15 European countries and focuses specifically on the sale of truck and trailer parts and accessories. "Over 300,000 European transport companies receive special offers and information that focuses on service, maintenance and parts every month", explains Leek. "And all on behalf of the local dealer. The special offers are specially tailored to the fleet of the specific operator, because it doesn't make sense to send a customer who has Euro 6 trucks a direct mailing regarding Euro 5 air filters. Offering relevant solutions, that's what it's about. And that goes for our entire range of services." ■



## JCL LOGISTICS GROUP:

*Stephan Jöbstl: "Everything DAF promised, they have delivered"*

# "IT'S ALL ABOUT TRUST"

**Austria, China, Great Britain, Hong Kong, Hungary, Netherlands, Romania, Singapore, Switzerland Vietnam. These are the countries where the Switzerland-based company, JCL Logistics Group, operates. Not just a transportation company, but actually a logistics multinational with a wide range of services up to warehousing and subassembly. The ambition of JCL is shown by the company slogan, "If you can imagine it, we can do it." And DAF plays a small but important role.**

The origins of JCL Logistics date back to 1770. It developed from a simple transport company into one of the most progressive service providers in the logistics industry. JCL focuses on seven industry sectors: retail, automotive, health and pharmaceuticals, chemicals, industry, consumer goods and beverage logistics. The services range from simple transportation to 'value-added logistics'. For instance JCL Logistics assembles car parts that are then delivered directly to the carmaker as sub-assemblies. JCL Logistics has its headquarters in Zug, Switzerland. JCL Logistics has about 3,000 employees worldwide.

**D**AF in Action meets CEO Stephan Jöbstl at the headquarters of the Austrian branch in Feldkirch, near the border with Switzerland. The whole building exudes an understated way of success: lots of steel, marble and white walls, but especially a lot of tranquility. No ringing phones, no tense faces behind computer screens. Just plenty of relaxed people who quietly go about their work. Behind the office building is a warehouse with a floor area of 50,000 square meters and a complete railway yard next door. Brand new, strikingly orange DAF XF's are driving back and forth to load and unload. And all this takes place with the imposing backdrop of the Alps. Clearly this is a successful company.

**TRUST** We wish to speak with Jöbstl about the recent renewal of the entire JCL truck fleet with nearly 120 brand new DAF XF's, which are now operating from the Dutch, Austrian, Swiss and Romanian

branches of JCL. Why did JCL choose the PACCAR MX-11 engine for example? What do the drivers think of their new DAFs? And what about fuel consumption? Curiously Jöbstl does not seem to be interested in questions of that nature. "It's not just about the truck, it's about the big picture," he explains. "We are fully integrated into the overall logistics processes of many of our customers. JCL Logistics is a logistics service provider that searches for the best possible solutions for its customers. It doesn't matter whether it is by truck, ship, plane, train or a combination thereof. As long as we help the customer. For instance, we have a fleet of 600 motorcycles in Vietnam. That's because over there it's the best means of transportation for our customer, a courier company."

**CALCULATION** "Of course I think it is important that a truck has low fuel consumption." Jöbstl, qualifies his earlier

answer. "But it's about much more than just fuel economy. Everything revolves around 'Total cost of ownership'. Or rather: what does a truck do to my bottom line? On the basis of that calculation, we chose DAF."

**TRUST** Together with the Fleet Sales department of DAF in Eindhoven, a complete package was put together, including financing through PACCAR Financial and DAF Multi Support Full Care Repair and Maintenance contracts for a period of 36 months or 500,000 kilometres. A European contract with a tyre supplier was also part of the agreement. "So we know exactly what it costs to operate our trucks," said Jöbstl. "And perhaps more importantly, DAF unburdens its customers. Just like we do to our customers."

**LONG** The choice for DAF came after a long and careful decision-making process, which began in the spring of 2014. Jöbstl: "We had no experience of DAF, but gradually we were impressed with both the products and the organization. It was an intense and pleasant process of negotiation: informal and with short reporting lines. Typically DAF, I soon realized." In conclusion: "Everything DAF promised, they have delivered. Confidence, that's what it's all about." ■



120 brand new DAF XF's are now operating from the Dutch, Austrian, Swiss and Romanian branches of JCL.

## ORANGE

The new XF's of JCL Logistics are all orange. This is quite a big change because previously all JCL Logistics trucks were white. Jöbstl: "I really wanted to have orange trucks because I'm a big fan of the Dutch national football team. But I don't know if I would have ordered orange had I known beforehand that they wouldn't make the European Championships ... "

## DAF TRANSPORT EFFICIENCY:

# PRODUCT INNOVATIONS FOR MA

DAF continuously develops product innovations to further improve profitability per kilometre. The LF 2016 Edition, the three-axle versions of the CF with PACCAR PX-7 engine and the CF and XF Low Deck with a fifth wheel height of only 91 centimetres are fine examples of this. They fit perfectly within the philosophy of DAF Transport Efficiency.



**LF** Wheelbases of the LF are now up to 6.90 meters for loading lengths up to 9.00 meters and more



**XF** After pressing the 'Silent button', the DAF Silent models have a noise level of a maximum of 72 dB(A). The XF Silent shown is available in the 320kW/435 hp version of the efficient PACCAR MX-11 engine

**D**AF Transport Efficiency stands for a full range of products and services, with the goal of further increasing the yield per kilometre through lower costs and optimal vehicle deployment.

### LF 2016 EDITION: EVEN MORE EFFICIENCY AND FLEXIBILITY

As part of DAF Transport Efficiency, DAF is introducing a number of enhancements to the LF series for distribution transport. Innovations to the

4.5 litre PACCAR PX-5-engine provide 5% extra fuel efficiency, while the 6.7 litre PACCAR PX-7 engine is now also available with an automated 12 speed AS Tronic transmission.

Innovations to the DAF LF also include new air deflectors and cab collars, for an improvement in fuel economy of up to 4%. Wheelbases are now up to 6.90 meters for loading lengths up to 9.00 meters and more, thus maximising loading volumes. The new long wheelbases make it possible

to order fuel tank volumes up to 1,240 litres, which is unique in this class. This gives the vehicle a very large operating radius and results in financial benefit by refuelling where diesel prices are lowest. Optional are the new LED rear lights with an extremely long service life and a compact Frigoblock generator preparation for the 4.5 litre PACCAR PX-5 engine. The central display on the dashboard not only coaches the driver to drive as efficiently as possible, but now also gives information about the tachograph, driving hours, planned service inspections as well as the superstructure.

### DAF SILENT FOR INCREASED VEHICLE AVAILABILITY

Other fine examples of DAF Transport Efficiency are the Silent models, which have been specially developed for urban distribution during the evening and at night-time. The 'Silent' button allows the driver to activate the 'Silent mode', whereby the engine software switches to a program that limits the torque and speed and allows gears to be changed at lower speeds. The DAF Silent models will thus have a noise level of no more than 72 dB(A), meeting conditions for certification as a Quiet Truck.

# MAXIMUM EFFICIENCY



**CF** DAF now also supplies the Euro 6 CF triple-axle box trucks with the PACCAR PX-7 engine

The 7.5-tonne DAF LF Silent is equipped with a 4.5-litre PACCAR PX-5 engine, with a capacity of 112 kW/152 hp and 135 kW/184 hp. Clients who need even greater load capacity or space opt for the DAF CF Silent, with a 10.8-litre PACCAR MX-11 engine with outputs of 210 kW/286 hp up to 320 kW/435 hp. Finally, the XF Silent is only available in the 320 kW/435 hp version of the efficient MX-11 engine.

### THREE AXLE DAF CF AVAILABLE WITH PACCAR PX-7 ENGINE

DAF now also supplies the Euro 6 CF with the PACCAR PX-7 engine. This combines a higher payload with the efficiency of the 6.7-litre six-cylinder PACCAR PX-7 engine with 208 kW/283 hp or 231 kW/314 hp.

The CF range with the PACCAR PX-7 engine has been expanded to include a new model featuring a 7.5-tonne trailing axle with single assembly mounted behind the 13-tonne rear axle. This increases the net payload to almost 19 tonnes and allows for combined weights of up to 32 tonnes. Several variants equipped with a dual mounted trailing axle are also available for more heavy-duty use. Specially designed for applications



**XF** The fifth wheel height of just 91 centimetres offers opportunities to further improve earnings per kilometre by enabling loading volumes of over 100 m<sup>3</sup> within maximum authorised dimensions

requiring a higher payload coupled with maximum manoeuvrability, DAF also supplies the CF with PACCAR PX-7 engine with a steered trailing rear axle (7.5 tonnes).

### NEW LOW DECK TRACTOR UNIT: MORE THAN 100M<sup>3</sup> LOADING SPACE

As part of DAF Transport Efficiency, DAF has expanded its model programme with new Low Deck tractor units with a fifth wheel height of only 91 centimetres. This offers opportunities to further

improve earnings per kilometre, by enabling loading volumes of over 100 m<sup>3</sup> within maximum authorised dimensions. DAF partly achieved the height of 91 cm by installing a 140 mm high fifth wheel: a reduction of 22 mm, compared to the 162 mm for the existing Low Deck versions. The height was also further reduced by fitment of so-called low-profile tyres. For instance, size 315/45R22.5 tyres are used on the rear axles. The front features existing size 355/50R22.5 or the new 375/45R22.5.

Naturally, the geometry of the rear axle also plays an important role in realising a lower fifth wheel height of only 91 centimetres, where the torque rods, brackets and yokes have been completely redesigned. Besides the even lower fifth wheel height, this has resulted in an optimal longitudinal trailing. That is why the steering and handling properties of DAF Low Deck tractor units are also at an unprecedented high level. ■

# DAF ADDS SHINE TO CHROME TRANSPORTATION

The South African mining town of Steelpoort, in the province of Limpopo, is situated some 300 kilometres north-east of Johannesburg. The city's prosperity is primarily due to the considerable quantities of chromium ores, nickel and platinum being extracted from the ground. These important raw materials need to be transported, of course, and one of the most significant parties in this regard is Ngululu Bulk (NBC), for whom transporting chromium ore is their most important source of revenue.



**A**nd we are not talking about small quantities here: NBC transports some five million tonnes of raw materials a year, chiefly to Maputo, Richards Bay and Durban, distances of between 500 and 700 kilometres. Often under the toughest conditions. Because South Africa's road network is challenging: the temperatures can reach forty degrees Celsius and the large amount of dust and

GCWs up to 56 tonnes all go towards ensuring that trucks don't have it easy in South Africa.

**DUST** NBC's fleet comprises 440 vehicles, over a third of which sport a DAF badge on the grille. The DAF XF105 6x4 trucks are equipped with the Euro 3 version of the 462 hp PACCAR MX engine developed by DAF. ▶

*An 'interlink' combination measures a maximum of 22 metres in South Africa. The total weight of the entire combination may be 56 tonnes.*



## DAF IN SOUTH AFRICA

DAF has been represented in South Africa by the Africa division of Babcock International Group since 2010. Babcock also represents PACCAR Parts in order to guarantee the availability of parts for DAF vehicles throughout South Africa. Babcock International Group PLC is one of the leading UK companies in the field of technical services and provides services to many sectors of industry such as energy, defence, telecommunications, education and transport.

Babcock offers two types of DAF truck in South Africa: the XF105 for heavy and long transport and the versatile CF75 and CF85.

The XF105 comes in a 6x4 cabin model and the CF75 is available as a 6x4 rigid, for us as a tipper. The CF85 features a 6x4 tractor chassis. The XF105 and CF85 are fitted with the 12.9 litre PACCAR MX Euro 3-engine, with 330 kW/408 hp for the CF and 340kW/462 hp for the XF105.

Babcock has three sites for the sale and maintenance of DAF trucks: in Johannesburg, Durban and Cape Town. Also ten service dealers form part of the network.



**Working on a higher level.  
With a lower consumption.**



*The new FUELMAX range.*

**Save up to €2,000 per vehicle every year.\***

The new FUELMAX Steer and Drive in combination with Marathon LHTII rolls efficiently to save you up to € 2,000 on fuel per vehicle every year compared to the average of the tested competitors and up to €1,200 compared to its closest competitor.\* Learn more at [www.goodyear.eu](http://www.goodyear.eu)



\*Estimates of fuel saving calculated by Goodyear GIC\*L compared to the average of three leading competitors based on TUEV SUED rolling resistance test (No. 7625746) for a tractor-trailer combination on sizes 315/70R22.5" on Steer and Drive and 385/55R22.5" on Trailer, assuming an average fuel consumption of 34L/100km, a mileage of 150000km/year with an average fuel price of 1.35 €/liter. Actual results may vary based on, but not restricted to, road and weather conditions, driving style, wear conditions, tyre size, tyre pressure and vehicle maintenance.



**MADE TO FEEL GOOD.**





*A mine where chromium is extracted in Steelport*

The vehicles were purchased in 2014 and delivered over a six-month period. They each have around 200,000 kilometres on the clock now, to the complete satisfaction of CEO Freddy Sinthumule: "Prior to going ahead with the purchase of DAF trucks, we had a demo vehicle in the fleet for a while", he says. "That truck proved itself more than capable of withstanding the tough conditions: poor road surface, dust, heat - the XF105 coped with everything that was thrown at it."

**REQUIREMENTS** "Margins in this industry are razor-thin", continues Sinthumule. "Which is why total cost of ownership played a significant role in the decision-making process. Fuel costs form a sizeable part of that. Our trucks do a lot of idling, in addition to which they cover great distances. At present they consume an average of one litre of fuel for every 1.8 kilometres. Which is something we're really pleased about under these conditions."

**AFTERSALES** DAF is represented by Babcock International Group in South Africa. "Perfect partners", says Sinthumule. "Together with them we have come up with a total package, encompassing a repair and maintenance package as well as financing. Another thing that helps is the fact that we have a service site in Middelburg. Over 150 kilometres from here, but for us that's practically round the corner."

**DRIVERS** NBC's drivers are happy with their DAFs as well. Sinthumule: "The XF105 is a real drivers' truck. It has the biggest, most spacious cabin in its class, the beds are perfect and the comfort level is exceptional. Not forgetting the first-class driving qualities. All important factors if you have to do your work as a driver under these tough conditions." ■

## WHAT ARE NICKEL, CHROMIUM AND PLATINUM USED IN?

### Nickel

The majority, circa 70%, of the nickel produced worldwide is used in the production of stainless steel. Moreover, it is used in several alloys, in rechargeable batteries and in coins.

### Chromium

Due to the fact that chromium is highly resistant to corrosion and is easy to process, it is commonly used in the production of stainless steel. It is also used as a catalyst in chemical reactions and as a pigment in the glass industry, for example.

### Platinum

Platinum is widely used in jewellery and in devices that need to be able to withstand high temperatures and corrosive environments, such as chemical crucibles and the lining of glass kilns. In the petrochemical industry, platinum is used for such purposes as refining crude oil and producing fuels with high octane numbers.

# GEN-SHUN: “DO YOUR BEST AND DO

DAF has been active in Taiwan since 2006 and in that relatively short time DAF vehicles have built up an excellent reputation for their reliability, driver comfort and low operating costs. A reputation that translates into a first-class market position: DAF now has a market share of nearly 34% in Taiwan among European truck brands. Making DAF the largest European truck brand on the island.



**Q**ui-Jie Lin is Director of haulage firm Gen-Shun and has been a customer of DAF from the outset. He no longer needs convincing about the brand's qualities: "We bought our first DAF, a CF, eight years ago", he says. "We've still got that vehicle in our fleet, and it's now got 1.1 million kilometres on the clock."

**FLEET** Gen-Shun was founded in 1980 and started out with one used truck, which was purchased for the equivalent of €1,650. The company now has a fleet of 50 vehicles, 35 of which are DAFs: 15 CFs and 20 XFs. The trucks are primarily used for transporting fly ash derived from coal combustion. "In the past fly ash was simply emitted into the atmosphere, but now it gets almost fully reused", explains Qui-Jie Lin. "It is used in cement, concrete, paving bricks and asphalt."

**DECISION-MAKING PROCESS** An extensive selection process preceded DAF being chosen. Qui-Jie Lin: "We compared all major brands, both the Japanese and the European ones. DAF emerged as the winner: comfortable, economical, reliable and safe handling."

And their low weight enables us to transport more. An important argument in bulk transport, where every kilo counts." Gen-Shun uses the most advanced technologies to optimise efficiency. "That's one of our most significant success factors", confirms Qui-Jie Lin.

## TRANSPORT IN TAIWAN

The island of Taiwan (formerly Formosa) lies in the East China Sea: to the east of China, to the south-west of Japan and to the north-west of the Philippines. The capital city is Taipei. The island is highly populated: 23 million people live on an area of 35,980 km<sup>2</sup> (a little bit smaller than Switzerland). Taiwan is a highly developed country with ultra-modern industries that focus primarily on high-tech products. Taiwan has an excellent infrastructure and a good road network (total length: about 34,500 kilometres), which is constantly being extended. In addition, the island has a number of major harbours. These have a large transshipment capacity, much of which is container transport. Seaborne freight makes up the lion's share of international goods transport, rendering it 200 times larger than international goods transport by air. Nigh on 90% of the national goods volume is transported by truck.

ource: [www.investintaiwan.nat.gov.tw](http://www.investintaiwan.nat.gov.tw)

# THE BEST”



“All our trucks are equipped with telematic and GPS systems, so we know where they are at all times. What’s more, they all have a camera on board, for driver safety and vehicle security.”

**DRIVER** To return to that last point: drivers play an important role too in the success of Gen-Shun’s business. “We devote a great deal of attention to our work ethic”, says Qui-Jie Lin. “We encourage our drivers to come up with ideas themselves in order to reduce costs and enhance efficiency. They also get training to further improve their driving behaviour and maximise fuel economy.”

**CORPORATE PHILOSOPHY** “We endeavour to excel in all areas”, says Qui-Jie Lin in summary. “In terms of our business operations, in terms of our drivers and, of course, in terms of our trucks. Our corporate philosophy could be summed up in a single motto: “Do your best and do the best.” ■

*Gen-Shun’s DAFs are mainly used for the purposes of transporting fly ash*

*Around five DAFs are assembled in Dadu every day.*



## DAF MADE IN TAIWAN

European truck manufacturers pay 37% import tax on ready-made vehicles in Taiwan. Which is why DAF signed an agreement with Formosa Plastics Transport Corporation in 2006 for the local assembly of DAFs in Taiwan. The city of Dadu is home to an ultra-modern factory with a surface area of nearly 83,000 m<sup>2</sup>. Around five DAFs are assembled there every day with the aid of so-called SKD (‘Semi Knocked Down’) packages, which are sent out from DAF Trucks in Eindhoven. The cabin, engine plus gearbox and the axles are delivered as complete assemblies, whilst the rest of the vehicle comes as loose parts. The workers of Formosa Plastics have been trained by DAF and the quality of a DAF truck assembled in Taiwan is the same high level as that of a DAF truck that is produced in Eindhoven or Leyland. Formosa Plastics assembles the LF, the CF and the XF105.



A photograph of a middle-aged man with a grey goatee and sunglasses, wearing a blue DAF polo shirt, driving a truck. He is looking out the window to the right. The interior of the truck is visible, including the steering wheel and dashboard.

# HELP, THE TRUCK DRIVER IS BECOMING EXTINCT

The European transport industry is picking up. But the drivers are getting older and older. There is a risk of an acute shortage over the next decade. A concerning development.

*By: Bert Roozendaal*

**T**he European population is ageing, resulting in an increasingly lower proportion of young people. This is also having an impact on the transport industry. According to the Dutch employers' association TLN, there will only be enough people coming into the industry if haulage firms and authorities work together to train up new drivers and at the same time improve the appeal of the profession.

**ANTICYCLICAL** It goes without saying that a population does not age overnight. And yet for a long time this was far from evident in the transport sector, which is highly sensitive to market conditions. In bad times it is less obvious because fewer drivers are required. In recent years there has always been an acute shortage as soon as market conditions have picked up, but great efforts have enabled the transport industry to succeed in attracting a sufficient number of drivers. This cycle is occurring in a lot of sectors and is not unique to the transport sector. Unfortunately, however, it is precisely in the transport sector that this wave motion proved to be anticyclical with the new influx which is, of course, still there: on a number of consecutive occasions it turned out that there was no job available for newly trained drivers because the market was experiencing another downturn at that point in time. Something that is reinforcing the current problem. The appeal of the profession is changing too. All those causes are resulting in a rise in the average age of the European driver, which is hovering around 50 years at present.

**EXPERIENCE DRAINING AWAY** This is relatively old for a professional group. Meaning it is not just a shortage we could be faced with. We are also at risk of losing expertise. All those thousands of drivers leaving the profession are more than just the hard core of experienced road users to whom a

transport business can confidently entrust a truck; they also take with them a wealth of knowledge that cannot be replaced just like that.

**RISK OF SHORTAGE** The shortage will increase in the next few years to hundreds of thousands of drivers. Hence Dekra has calculated that in Germany alone one in ten drivers will be retiring in a decade's time. That would result in a shortage of 150,000 drivers by 2026. And that is based on the current economic situation. And if the economy picks up then so too will demand for transport and therefore demand for drivers. At present, a mere 1.9 percent of all German drivers are younger than 25 years.

**HIGH DEMAND** In the United Kingdom, too, demand for drivers is extremely high. The average age there is currently 53 years and the shortage has now reached 60,000 drivers. In the Netherlands, a relatively small country, 50 percent of drivers are over 45 years of age. There, one third of drivers will leave the profession within the next 15 years. With the current economic situation, this is something that can still be offset if 2,000 new drivers are attracted each year. Which is why the situation in the Netherlands is less alarming than the situation in Germany and England. In the Netherlands four percent of professional drivers are still under the age of 25 years.

**NOT SO SIMPLE** Across Europe there are enough people. Unemployment is not below six percent in a single country, and in some countries it is even in double figures. Theoretically, then, there are plenty of potential recruits. But in reality things are not so simple. The German institute Dekra blames the scant influx on the fact that transport is not particularly sexy. A complaint echoed in the United Kingdom. German employers are trying to change that by organising careers fairs. That is not something that

is happening in England. Dutch haulage firms also recognise the problem that the profession seems to be losing its appeal. And there the status of the truck driver is relatively good compared to other countries. But no matter how great the profession of truck driver is, the long working days, the relative isolation and the complex rules surrounding driving times and rest times are increasingly at odds with what young people are looking for in a career. This is a pan-European development.

**TRAINING FUND** Caroline Blom, Policy Advisor for the Dutch employers' association Transport & Logistics Netherlands (TLN) deals with it on a daily basis. "Compared to elsewhere, I think that we in the Netherlands are still in a good position. We're even seeing a slight increase in the number of newly issued driving licences. That's because our approach is different. The Dutch transport industry is one of the few, if not the only one in Europe, to have had its own training fund for several years now. Employers and employees are both participating. All Dutch transport firms affiliated with the TLN collective labour agreement contribute towards it financially. And our sector plan is enabling us to offer starters a job guarantee. Thanks to this approach, not only are we able to ensure timely and efficient recruitment and training (including refresher training) of young drivers, but we can also do so for employees coming in from other professions. To date, we've managed to get 1,000 school-leavers a year behind the wheel. And so the other 1,000 will have to come from providing retraining or refresher training to people who were doing something else before or who are unemployed."

This way, Dutch transport firms will be able to curb the ageing process within the driving profession. Maybe this approach could be adopted in more countries? ■

DAF IN BRAZIL:

# “LOTS OF TRUST IN

Three years ago the first locally produced DAF rolled off the production lines in Ponta Grossa, Brazil - a new milestone in the history of DAF and its parent company PACCAR. Now, in addition to the XF105, the ultra-modern factory there is also producing the versatile CF and the ultra-economical PACCAR MX engine. Responses from the market are enthusiastic.



◀ **EDILSON BEZEGA JUNIOR,**  
PARTNER AND OPERATIONS MANAGER AT ROD  
TRANSPORTES IN FORTALEZA: “We used to be a single  
brand company. When we started having problems with  
reliability, we decided to buy two DAF XF105s. We now  
have 13 of them. DAF distinguishes itself because of its  
quality and reliability. The Brazilian truck market was  
clearly ready for a new brand.”

▶ **DARCI ANTONIO MARSON,**  
PARTNER AND DIRECTOR OF TRANSPORTES BESSEGA E  
MARSON, IN CANOAS: “The new DAF dealer round the  
corner managed to kindle our interest in the brand. Our fleet  
now features a couple of DAF XF105s. Compared to the  
other brands in our fleet, they have the best average fuel  
economy. Our drivers love them and argue about who will get  
to drive one. They regard it as a kind of reward if they're  
allowed to drive it.”

*Darci Antonio Marson (right)*



◀ **RENI FAUSTO,**  
DIRECTOR OF DALASTRA LOGÍSTICA, GOIÁS:  
“I bought two DAFs to try them out. And I don't  
regret it at all: they're economical, reliable and  
extremely user-friendly. And the drivers are very  
happy with the comfort level. I'm certain that I  
will be buying more DAFs.”

*Reni Fausto (left)*

# THE BRAND”



- **JORGE MANZATO,**  
DIRECTOR OF SÃO JOSÉ TRANSPORTADORA IN SÃO PAULO: “We bought fifty DAFs in one go. That shows how much confidence we have in what is a new brand for Brazil. The DAFs are comfortable, have excellent handling and low operating costs. What’s more, the service from the dealer in Borgato is first-rate.”

★ *Jorge Manzano (left)*

- ◀ **JAILSON ROSA,**  
DIRECTOR OF BUZIN TRANSPORTES IN PORTO ALEGRE, RIO GRANDE DO SUL: “We’ve now got thirty DAF trucks in our fleet, spread over four sites in the country. The major benefits? The low fuel consumption, the reliability, the performance and the long maintenance intervals. And the drivers have only positive things to say about the comfort, the handling and the good visibility.”



- ▲ **BENEDITO RODRIGUES PINHEIRO,**  
OWNER OF BRA EXPRESS TRANSPORTES & LOGÍSTICA IN ANANINDEUA, PARÁ: “Dealer Avanthy introduced us to DAF. The confidence they managed to generate in us ultimately resulted in us buying several trucks. That confidence was further reinforced following a visit to the brand-new factory in Ponta Grossa. The XF105 is a powerful, comfortable and well-built truck. We’re delighted with them.” ■

## HEAVY DUTY

Trucks in Brazil are subjected to significantly higher demands on average than trucks driving solely on European soil. GVWs of up to 70 tonnes and above, higher temperatures and humidity and unpaved, dusty roads all pose additional challenges for trucks. In practice, 1,000 kilometres driven in Brazil roughly corresponds to 2,500 kilometres driven in Europe. DAFs for the Brazilian market are, of course, prepared for these challenges. They are supplied in a heavy-duty version as standard in Brazil, with a strengthened chassis, a more powerful engine cooling system and a modified drive line, plus heavier axles and axle suspension.

## DAF COMPONENTS AND TEMSA:

# A WINNING COMBINATION

With 20% growth in volume in 2015, DAF Component Sales has a record year behind it: some 10% of the engines produced by DAF were sold by DAF Component Sales, particularly to manufacturers of (city) buses and coaches. Making this division of DAF Trucks the fastest growing independent producer of bus and coach engines in Europe. One of DAF Components' larger customers is Turkish firm Tamsa.



### DAF COMPONENTS

DAF Components is the fastest growing independent producer of bus engines in Europe. The key to this success is not only the modern range of engines, but also the extensive and professional dealer network. In Europe, DAF is represented in more than 1,000 strategic locations; as such, there is always a DAF dealer close by. For maintenance and repair of bus components such as toilets and catering/audio/video equipment, DAF has a network of 150 specialised 'DAF Coach & Bus Service' dealers. These dealers are strategically situated along key motorways and routes to (summer and winter) holiday destinations in Europe. Customers of DAF Components can in addition call upon DAF's renowned 'International Truck Service' which provides round-the-clock assistance 365 days a year. In over 40 countries, customers of DAF Components can rely on fast assistance in the event of a breakdown.

The reliable PACCAR engines are also used in farming vehicles such as beet harvesters and manure spreaders, and in industrial vehicles, such as mobile folding cranes. In addition to engines, DAF Components also supplies axles and cabins to manufacturers of special vehicles.

“We not only have an extremely robust position in our home market in Turkey, but we also export to Europe and the United States”, says Fatih Kozan, Procurement & Logistics Manager at Tamsa. His account is backed up by hard figures: the manufacturer has a 30% market share in the coach and intercity bus segment in its home market with the Safir, powered by the Euro 5 PACCAR-MX engine supplied by DAF Components. In 2015, Tamsa produced in excess of 500 buses with a PACCAR engine in its factory in Adana.

*Tamsa's new top model, the Maraton, is fitted with a PACCAR MX-11 engine*

**STRATEGIC CHOICE** The start of the partnership with DAF Components dates back to 2003. “At the time selecting DAF was a strategic decision”, explains Kozan. “After all, as an independent bus brand you don't want to be dependent on



*PACCAR engines are also commonly used in farming vehicles, such as this manure spreader*





*The public were given a highly apposite introduction to the Temsa Maraton during the Istanbul marathon*

manufacturers who also use their own engines in their own buses. Hence the independence of DAF Components played a significant role. As well as the quality and the extensive DAF dealer network, of course."

**EURO 6** At the start of this year the Euro 6 emissions standard came into effect in Turkey. Temsa was more than ready for this, with a whole series of PACCAR MX engines supplied by DAF Components for its coaches. "For example, our new top model, the Maraton, is fitted with a PACCAR-MX Euro 6 engine", says Kozan.

"The Maraton was launched at BusWorld in Kortrijk last year and the public were given a highly apposite introduction to the new type during the Istanbul marathon."

**GROWTH** Temsa is firmly intending to continue expanding the relationship with DAF Components. "DAF is already strongly represented in the coach segment, but further growth is possible within the large bus fleets that are active in long-distance intercity transport in Turkey", concludes Kozan. ■

## ONE AND A HALF MILLION KILOMETRES IN FOUR YEARS

A great deal of intercity transport in Turkey is done by bus. And 'intercity' in Turkey means something different to what the average European is accustomed to: an intercity journey in Turkey can soon stretch to hundreds of kilometres. Unsurprisingly, then, that coaches can rack up around 300,000 kilometres a year.

Temsa recently put bus driver Mehmet Çalikuşu in the spotlight because he covered one and a half million kilometres in four years with his Temsa Safir (fitted with a PACCAR-MX-Euro 5 engine) without a single problem. "I've been driving this bus since 2011 and it has never let me down", says Çalikuşu. "I'm delighted with the engine's reliability, the traction and the fuel economy."



*Temsa put bus driver Mehmet Çalikuşu in the spotlight because he covered one and a half million kilometres in four years with his Temsa Safir without a single problem*

# PACCAR FINANCIAL: WE KNOW YOUR BUSINESS

We know your business. Because it is our business. As the in-house finance company of DAF Trucks, PACCAR Financial is exclusively committed to the road transport industry and to contributing to the success of DAF's customers. PACCAR Financial offers tailor-made financial solutions for new and used trucks, trailers and bodies. To find out how PACCAR Financial specialists can support you getting the maximum out of your business, please visit [WWW.PACCARFINANCIAL.EU/CONTACT](http://WWW.PACCARFINANCIAL.EU/CONTACT).



**PACCAR**  
FINANCIAL

FINANCING DAF TRUCKS

[WWW.PACCARFINANCIAL.EU](http://WWW.PACCARFINANCIAL.EU)

**DAF**  
A PACCAR COMPANY

## 300th KENWORTH FOR MARTIN GROUP

The Australian Martin Group recently put its 300<sup>th</sup> Kenworth into service. Gordon Martin started out with a single truck in 1958 and his business has now expanded to become one of the leading transport firms in the field of bulk transport and livestock transport. The Martin Group now has a fleet encompassing 110 vehicles.

"Kenworth trucks are built to withstand the toughest of conditions", says Gordon Martin, the company's Director. "They're reliable, robust, comfortable and the operating costs are low."

"For over five decades Gordon Martin has occupied a leading position in the transport industry when it comes to safety and productivity", says Mike Dozier, Managing Director of PACCAR Australia. "We thank Gordon for his many years of confidence in the Kenworth brand."



## 150,000<sup>TH</sup> KENWORTH PRODUCED IN SAINTE THÉRÈSE



In the Kenworth factory in Sainte Thérèse, Canada, the 150,000<sup>th</sup> Kenworth produced there has rolled off the production lines: a T370, destined for Pierce Manufacturing, a firefighting equipment manufacturer. Pierce will be converting the 150,000<sup>th</sup> T370 built in Sainte Thérèse into a tank truck sprayer.

"Pierce Manufacturing and Kenworth have been collaborating closely for years now", says Jason Skoog, Assistant General Manager Sales & Marketing at Kenworth. "The fact that Pierce Manufacturing has been a loyal customer for many years is down to such things as our trucks being so easy to convert. The chassis are extremely robust and many components are fitted on the inside of these. That makes our vehicles exceedingly well suited to a wide array of applications and uses, such as tank truck spraying and recovery vehicles."

## 'CHAIRMAN'S QUALITY AWARD' BACK WITH DAF

As was the case in 2015, DAF Trucks has won the 'PACCAR Chairman's Quality Award'. DAF received this honour as over the past year it achieved the best delivery quality out of all PACCAR production facilities in the world.

PACCAR carries out quality audits, which are known as PPQAs (PACCAR Product Quality Audits), several times a year at all its production facilities as part of the company's constant drive towards optimum quality. These are carried out by quality auditors of PACCAR who, without giving advance notice, select a number of vehicles at a random moment and evaluate their delivery quality.

"The fact that we have won the 'Chairman's Quality Award' for the second consecutive time is a tremendous compliment to the entire organisation", says Harry Wolters, Director Operations. "It serves as recognition of our unremitting attention to quality. And that is essential for maintaining a high degree of customer satisfaction and hence for further growth in terms of market share. The delivery quality we achieved in 2015 is the best in PACCAR's history and marked a 10% improvement on 2014, when we also set new records. We're extraordinarily proud of this!"



*Ron Armstrong (left), CEO of PACCAR, presented the 'Chairman's Quality Award' to Harry Wolters (Director Operations at DAF Trucks), Ron Borsboom (Director Product Development DAF Trucks) and Harrie Schippers (former president of DAF Trucks and now PACCAR senior vice president)*

# YOUR PROFITABILITY OUR AIM



## DAF TRANSPORT EFFICIENCY

DAF knows your business and understands how important efficiency is for you. That's why we offer sophisticated transport solutions, trucks that offer market-leading reliability and low operational costs. We also provide a wide range of services to ensure maximum vehicle availability. These are all available at one place: your DAF dealer. DAF Transport Efficiency is the name of our philosophy to offer you highest return per kilometre.

### IMPROVING YOUR EFFICIENCY **BEGINS TODAY**

Contact your DAF dealer or visit [www.daf.com](http://www.daf.com)

**LOWER**  
FUEL CONSUMPTION



**HIGHER**  
VEHICLE AVAILABILITY



**LOWER**  
OPERATIONAL COSTS



**HIGHER**  
RETURN PER KILOMETRE



**LOWER**  
ENVIRONMENTAL IMPACT



DRIVEN BY QUALITY

TRUCKS | PARTS | FINANCE

[WWW.DAF.COM](http://WWW.DAF.COM)

**DAF**  
A **PACCAR** COMPANY