

e-advantage



Streamlining Your Orders In Memphis

It takes a lot of coordination to get the right product to the right customer at the right time. I'm writing this from Memphis, where we're conducting our second "Kaizen" event: an examination of our facility designed to make processes more efficient and mistake-free.

In May, our distribution team gathered in Memphis to look at the organization of our 45,000 square feet of aftermarket space, identify any restrictions, and take steps to streamline how we fill your orders.

It's important to do these events in-season so we can see the flow when we're busy. For example, we saw bottlenecks in our bagging area so we created a "hot" zone for bagged products. Now our most popular bagged items are kept on racks within 10 feet of our bagging machine operators to make it easier for them to their work.

In our shipping area, we separated small-package processing from our LTL freight operation. Small packages are now processed at the end of the bagging area. Products can move straight from bagging to our pickup location for UPS and FedEx. At the same time, we gained almost 5,500 square feet for staging our LTL shipments.

So in May we made some big

We've streamlined our Memphis facility to make processing orders more efficient.

changes in the way the facility is organized. In June, we came back to Memphis and reviewed every step in the order-fulfillment process—down to the smallest details—to find potential for improvement. Once we get the processes refined, we can invest in the technology to make them more efficient.

We're committed to making Memphis a world-class distribution facility, and Kaizen events are part of Red Dot's commitment to continuous improvement. It's not enough to build and supply great products. We're constantly striving to make sure they get to you on time. If you have questions about your order, or about Red Dot shipping procedures, talk to your customer service representative. We're here to help.

—Robert Gardiner



EZ-Clip

A Solution to Leaky Fittings

On average, a heavy-duty mobile A/C will lose more than 8% of its refrigerant charge per year. The older the vehicle, the higher the leakage rate. Today, with the average age of heavy trucks in North America approaching 8 years, it's a good time to help vehicle owners focus on how to reduce leaks.

The AeroQuip E-Z Clip system is the simplest, most cost-effective way to create secure refrigerant hose assemblies on any vehicle. It requires no power tools or special skills and is as easy to use as a pair of pliers.



Check out our E-Z Clip Starter Kit (70R9903), which includes 50 feet of hose, hose-cutting and connection tools, and a handy carrying case. It's perfect for service trucks and small shops.

SERVICE DESK

Dust in the Fins

The evaporator picks up moisture from the air, which condenses on the fins as water droplets before draining out of the system. This action de-humidifies the air in the cab and helps make the operator feel more comfortable.

The downside is that moisture on the fins attracts dust. Evaporators can become caked with dirt and debris, particularly now, in dry weather.

It can happen quickly, especially on equipment where the operator runs the A/C with a window open. We see this a lot on backhoes, skid steers, and other construction equipment where the operator needs to communicate with a coworker on the ground or in a trench.

Because we have to move a lot of air in order to cool the cab—and because the air in an enclosed cab is generally pretty clean—most filters for recirculated air are the low-restriction type. They're just not designed to remove large particles of dust from the air before it reaches the evaporator.

You can't be in the cab to tell the operator to shut the window. But if you're changing filters as part of a PM this summer, go a little further and check the evaporator. Aside from tacking a reminder on the dash to keep the window closed, it's one thing you can do to make sure the operator is getting the steady stream of cool air he expects.

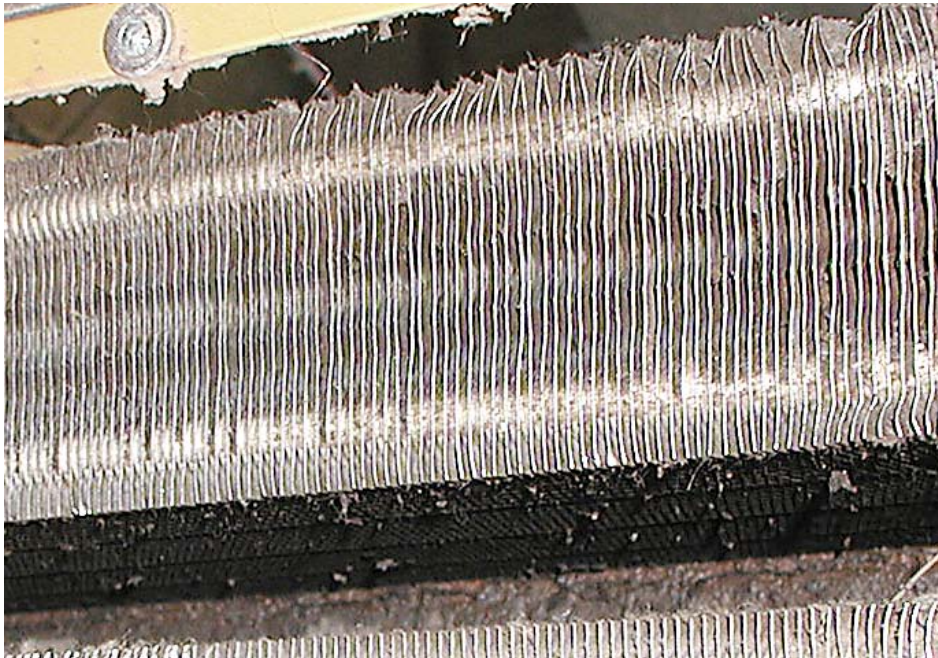


Photo courtesy of Sy-Klone International

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