

# WOOD WORKS

A publication for and about C.N. Wood Co., Inc. customers • [www.CNWood-Works.com](http://www.CNWood-Works.com)

## C.C. CONSTRUCTION, INC.

The bigger the challenge,  
the better the fit for this  
Massachusetts company



Chris Cooney,  
President

Brian Cooney,  
Project Manager

**KOMATSU**®

# A MESSAGE FROM THE CHAIRMAN & PRESIDENT



Robert S. Benard



Paula F. Benard

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What an exciting time to be in construction. Today's technology is making companies more productive and efficient than ever. Komatsu continues to lead the revolutionary changes that maximize productivity, decrease downtime and increase your bottom line.

This issue of your C.N. Wood Wood Works magazine illustrates that perfectly. Here, you will find articles on new *intelligent* Machine Control products that make every pass count – from rough-cut to finish grade. Among them are the new PC360LCi-11 and PC490LCi-11 excavators.

Last year, Komatsu introduced the world's first *intelligent* Machine Control semi-automatic excavator. Now, Komatsu delivers two more excavators that take you straight to grade.


Want to know which machine is the right size for your operation and applications? We can help you determine that, and there is an article inside which provides beneficial information on this topic. There is also an informative article on the new Komatsu WA320-8 and WA500-8 wheel loaders.

If you wish to demonstrate any of these machines, or if there is anything else we can do for you, please call or stop by one of our branch locations.

Sincerely,  
C.N. WOOD COMPANY CO., INC.



Robert S. Benard  
Chairman



Paula F. Benard  
President

# WOOD WORKS

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# C.C. CONSTRUCTION, INC.

## The bigger the challenge, the better the fit for this Massachusetts company



Chris Cooney,  
President



Brian Cooney,  
Project Manager

C.C. Construction owns 10 Komatsu excavators, including this PC228USLC. "Komatsu just has more versatility and power," said President Chris Cooney.

C.C. Construction, Inc. President Chris Cooney says his company likes difficult projects, and its list of completed work across southeastern Massachusetts is proof. The company has worked on a solar farm in Cape Cod; contracted pipe bursting beneath cobblestone roads in Nantucket; completed a \$10 million site-work package for a new high school in East Bridgewater; finalized the site-work project on a \$30 million town hall in Plymouth; and laid 90,000 feet of water-main pipe in Eastham.

"The harder the job, the more we like it," said Chris. "Projects with a degree of difficulty intrigue us. I think we've succeeded because we look for those jobs and complete them on schedule.

"We're primarily a sewer and water contractor, but we do site excavation and road construction as well," said Chris. "We work in the commercial market. Most of our jobs are south of the Mass Pike and east of the I-495 belt."

Chris started the company in 1983, operating out of the front seat of his truck with a bag phone. Today, the South Dennis company has 39 employees and handles 16 to 20 jobs a year, ranging from \$600,000 to \$10 million.

"We have the ability to do a wide range of jobs because of our size," he explained. "But the most important thing is that we do quality work as quickly and cost effectively as we can."

Two of the company's recent projects reflect that. On the Alma Del Mar Charter School project in New Bedford, C.C. Construction is performing the site work, digging footings and foundations, and installing drainage. It will also construct the parking lots and athletic fields, demo the existing sidewalks and install new ones. At the All-America Assisted Living project in Wareham, the company will perform all of the site work and install the drainage, water and sewer services.

Chris attributes his company's successful track record to its entire staff. He notes that all his employees play a huge role in the company's success, and he is thankful for their hard work and dedication. C.C. Construction's employees include his son and Project Manager Brian; his wife of 34 years, Dyanne, who handles bonding and insurance; Estimators David Telman and Jeff Eyestone; and Controller Linda Mucha.

"Linda cares more about my money than I do," joked Chris. "She has the best attitude every day, is always willing to do whatever you ask and is highly organized. I am very grateful I convinced her to work for us 15 years ago. I couldn't be happier."

### Groundwater guru

While C.C. Construction's list of services is diverse, the company is drawn to one type of project.

"We love groundwater and the challenges that come with it," shared Chris. "Groundwater is something that we're able to manage, and we like it. The deeper we have to go, the better."





Operator Kevin Richardson uses a Komatsu PC390LC to dig a trench at the site of All-America Assisted Living. C.C. Construction will perform all the site work for the project and install the drainage, water and sewer services. "The PC390 is an excellent machine," said Richardson. "It has plenty of power, great visibility and it's comfortable."



Kevin Richardson,  
Operator

C.C. Construction has been working on a groundwater project in Nantucket for the past nine winters. The project requires replacing the town's original sewer and water infrastructure, some of which was installed in the 1800s.

"The sewers were hand-dug and wooden; it's pretty cool to see how far infrastructure has come," said Chris. "Our main focus is installing new pipe. We've probably installed 100,000 feet of sewer, water and drainage pipe on the project. At Brant Point, we laid 20,000 feet of sewer pipe to a pump station that hadn't stopped running for five years because of all the groundwater infiltration."

Before C.C. Construction could install the pipe, it had to lower the natural groundwater 15 feet below sea level.

"The groundwater was only two feet below the street," Cooney recalled. "We had to use small well points every ten feet and manifold them to a large pipe that sat above ground. Then, we literally vacuumed the water deeper in isolated areas. We pumped millions of gallons of water on that job, and today the pump station no longer runs constantly."

### 'Dirty dirt'

You could say that C.C. Construction got into the contaminated soil business because of

its DNA. Just as Chris is attracted to groundwater projects for their degree of difficulty, Brian is drawn to what he calls "dirty dirt."

"There are a lot of old factory warehouses and buildings that are being renovated," noted Brian. "Before a project like that can begin, the soil needs to be tested. If there is contaminated soil around those buildings, it needs to be removed properly."

Brian and a crew received Hazpower training to become certified in working with soil that tests positive for hazardous chemicals. The company excavates the dirt and has contracts with other certified companies to haul away the material for incineration and decontamination. Brian estimates the company has handled more than 100,000 tons of contaminated soil since becoming certified five years ago.

"We just completed a job in Waltham where the contractor was renovating an old watch factory," said Brian. "When the building was originally in use, radium was commonly used in watches, and the workers just threw what they didn't use out the window. Needless to say, the soil failed the test and had to be decontaminated. That's where we came in. We excavated it, hauled it and disposed of it."

While Brian says C.C. Construction is far from being one of the industry leaders in decontamination, the new focus has been a revenue stream for the company.

*Continued . . .*



# 'Dirty dirt' opens revenue stream for C.C. Construction

... continued

"There are some very big companies that deal with 'dirty dirt' all the time," said Brian. "We have worked with them on a number of projects, and we have also been able to do some smaller ones that didn't show up on their radars."

"We wouldn't have gotten into this type of work if it weren't for Brian," stated Chris. "I guess he likes a challenge as much as I do."

## Komatsu and C.N. Wood

To complete all of its projects, C.C. Construction turns to a fleet of Komatsu excavators from C.N. Wood Co., Inc., and Sales Rep Keven Hobbs. The company owns 13 excavators, 10 of which are Komatsus, ranging from a PC88 to a PC390.

"The reliability and low cost of ownership on the Komatsu excavators is unbeatable," said Brian. "We can do things with a smaller Komatsu excavator that we can't do with others. Komatsu just has more versatility and power."

"Another benefit is that resale has been outstanding on the machines," said Chris. "We had

a PC300 with 18,000 hours on it, and we still got some money for it."

C.C. Construction also relies on C.N. Wood for services, including KOMTRAX, Komatsu's machine-monitoring system, and Komatsu CARE, which provides complimentary service for the first three years or 2,000 hours.

"Right now, we have KOMTRAX on our PC138, 160, 170, 228, and 390 excavators," reported Brian. "We use it to track idle time and fuel usage. It's a terrific tool. Komatsu CARE is also great. We don't have to worry about scheduling maintenance on those machines; C.N. Wood handles all of it."

## Continued dedication

When Chris looks at his son, he sees the future of C.C. Construction.

"Honestly, I was ready to shut the doors when the recession hit, but Brian showed an interest in the company, and he has done a great job," recalled Chris. "We've pretty much been a mom-and-pop business, but Brian's changing that."

"One thing that will not change is our commitment to our employees and customers," said Brian. "Chris has done an excellent job taking care of all the people that make this company go."

In turn, Brian and Chris appreciate the unwavering support they have received from vendors and suppliers, including C.N. Wood.

Another area where Brian plans to continue in his father's footsteps is with the company's philanthropy. C.C. Construction has been active in the area, raising funds for people in need and community projects.

"We've done events to help with the Cape Cod Baseball League, the Cape Cod Times Needy Fund, Cape Cod Hospital, the MS chapter of Cape Cod and others," said Brian. "We also participate in the Jimmy Fund Memorial fishing tournament and a local go-kart race."

At times C.C. Construction has relied on the help of others to succeed, so it's important to Chris and Brian that when they can give back, they do.

"It's something we believe in strongly," noted Chris." ■

C.C. Construction Project Manager Brian Cooney (left) calls on C.N. Wood Sales Rep Keven Hobbs for equipment and service needs.



This C.C. Construction operator uses a Komatsu PC88MR-10 on a water main installation project in Eastham, Massachusetts.

## ▶ VIDEO







## EARTHMOVING, DEMOLITION, AND MATERIAL HANDLING ATTACHMENTS • EXCAVATOR CUSTOMIZING





# EMPIRE STATE DEMO

## Komatsu hosts regional demo showcasing the latest technology for customers in Northeast



Ed Powers,  
Komatsu Director,  
Sales & Marketing,  
North Region

Komatsu hosted a Demo Days event for its customers in the Northeast, providing an opportunity to try out the latest in *intelligent Machine Control* equipment. It was the second consecutive year that Komatsu held the regional demo, and nearly 50 customers and representatives from six regional distributors were on hand.

"There are customers who can't make it to one of our national Demo Days in Cartersville, Georgia, so we decided to bring it to them,"

said Ed Powers, Komatsu Director, Sales & Marketing, North Region. "It gives customers a chance to get on the newest machines, test out the integrated technology and get a first-hand feel for the equipment."

The two-day event began in Poughkeepsie on Wednesday, July 13 with a welcome dinner. The next day featured an information session at the Poughkeepsie Grand Hotel. Komatsu Senior Product Manager Mike Salyers gave a presentation on the benefits of *intelligent Machine Control* – Komatsu's integrated grade-control technology – and how it works on Komatsu dozers and excavators. Rifenburg Contracting's Mike Momrow then shared a testimonial about incorporating the latest in GPS and grade-control technology and how his company has benefitted from these enhancements.

"We want to make sure that our customers know exactly what this technology can do for their companies," said Powers. "Having Mike (Momrow) speak was great because it wasn't a sales pitch from Komatsu. He is their brother in construction, and I think our customers related to what he said and appreciated his presentation."

After lunch at the hotel, attendees headed to Darling Sand & Gravel's quarry in Clinton Corners to test the machines. Komatsu had six pieces of *intelligent Machine Control* equipment on display, including its entire line of integrated excavators (a PC210LCi-10, a PC360LCi-11 and a PC490LCi-11) as well as three dozers (a D51PXi-22, a D61PXi-23 and a D65PXi-18).

"This is the second year we have offered a demo like this, and the response has been very positive," reported Powers. "I think an event of this nature, where customers can share best practices and get on machines to experience the technology themselves, is very beneficial." ■



Fred Dutile of E.T. & L. Corp (left) meets with C.N. Wood Sales Rep Bill Perla after testing the PC360LCi excavator. "It's nice to have the ability to control the depth of your dig," said Dutile. "It creates a cleaner surface, and it's more efficient."



Joe Loglisci (left) and Joe Rosati of T&M Equipment Corporation inspect a Komatsu D51PXi dozer. "We've been involved with GPS control for 15 years," said Rosati. "We're at Demo Days to see where the next generation is taking things."

(L-R) C.N. Wood Chairman Bob Benard, MDR Construction President Mike Saccone and C.N. Wood Sales Rep Brian Doherty talk at Komatsu's Regional Demo Days in New York.





# D61PXi-24



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ANDY CHAPMAN / SALES REP / LINDER INDUSTRIAL MACHINERY / GREER, SC

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## INNOVATIVE PRODUCTS AND SUPPORT

# 'JOBSITE OF THE FUTURE'

## Komatsu showcases new *intelligent* Machine Control equipment and SMARTCONSTRUCTION



Komatsu unveiled new *intelligent* Machine Control dozers and excavators, as well as its SMARTCONSTRUCTION jobsite solutions, during the recent "Jobsite of the Future" event held at its Customer Center in Cartersville, Georgia. New excavators included the highly anticipated PC360LCi-11 and PC490LCi-11 models.

Komatsu introduced its first *intelligent* Machine Control products three years ago with the D61i-23

dozers, and this event showcased the second generation of that machine. The new D61i-24 model features a Tier 4 Final engine that reduces fuel consumption and operating costs. Additional new dozers included the D85i-18 and the D155AXi-8 RC (radio control) that is operated remotely via a radio transmitter.

"These new machines build on the success of our strong *intelligent* Machine Control family," said Jason Anetsberger, Komatsu Senior Product Manager. "When we introduced our first *intelligent* Machine Control excavator, customers asked us when additional, larger machines would be available – especially one in the popular 30-ton class size. We're pleased to introduce these new models, along with new dozers, and give the people in attendance a chance to operate them."

Attendees could also check out more *intelligent* Machine Control products, including D39i-24, D65i-18, D51i-22 and D155AXi-8 dozers. The world's first *intelligent* Machine Control excavator model, the PC210LCi-10, was also available for operation as was standard equipment such as the new WA600-8 wheel loader and haul trucks.

Komatsu personnel discussed the SMARTCONSTRUCTION program, which goes beyond *intelligent* Machine Control equipment with comprehensive jobsite solutions provided by Komatsu. In addition to training and support, offerings include: surveying/inspection, 3D modeling, jobsite data solutions, jobsite setup and optimized operation consultation.

"Komatsu distributors offer customers more than just machines," Anetsberger explained. "They provide a total package solution delivered by the distributor's Technology Solutions Expert. Our aim is to meet customers' jobsite technology needs today and tomorrow, through innovative solutions that improve their bottom lines." ■



Pete Opachinski of S.L.T. Construction (left) and C.N. Wood Sales Rep Bob Rosa discuss the new PC360LCi excavator on display.



Mike Cavicchi of S.L.T. Construction (left) and Rob Edwards of T.L. Edwards meet during Komatsu's Jobsite of the Future event.

Customers and representatives from C.N. Wood pose for a photo before heading to Komatsu's recent Jobsite of the Future event, in Cartersville, Georgia.





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Snow Blowers (Standard or High-Output Ribbon)  
Angle Plows, V-Plows, 5 Position Folding V-Plow  
Front, Rear & Tow Behind Spreaders



# IS BIGGER BETTER?

## Companies employ rightsizing strategy to purchase equipment and build efficient fleets



Ken Calvert,  
Director, Komatsu  
Business Solutions  
Group



Kurt Moncini,  
Komatsu Senior  
Product Manager –  
Tracked Products

While the lowest points of the Great Recession are in the rearview mirror, construction companies are applying the lessons learned from those tough economic times to their current business models. As a result, companies today are continually looking for the most efficient ways to operate. One area where that mind-set is put into action is with equipment fleets.

Owners are concentrating on maximizing the value of every piece of equipment in their yards. The strategy of rightsizing – matching equipment to its most cost-effective application – is helping owners accomplish this.

In a 2014 interview with Equipment Manager magazine, industry consultant Andrew M. Agoos noted that equipment owners emerged from the economic downturn with changed attitudes. He says that rightsizing grew in popularity as many owners were skeptical of the economy's continued growth. Because of this belief, owners continued to increase their efforts to manage and maintain equipment judiciously.

### Buying the right machine

One of the most effective ways to own an efficient fleet is to purchase the correct machines.

To operate cost effectively, equipment owners are building their fleets by purchasing smaller machines and renting or leasing larger ones when needed. The rightsizing strategy has grown in popularity since the Great Recession.

Fleet managers need to consider several factors when purchasing equipment – budget, work-site conditions, current and future projects, technology and transportation. Companies can save time and money by doing their homework.

Ken Calvert is the Director of Komatsu's Business Solutions Group, a team that handles special projects relating to customers, distributors and corporate personnel. As part of this mission, the group collaborates with customers to help with the fleet-building process.

"Our favorite thing is to present a customer who has a \$2 million budget with a package that costs \$1.5 million and is much more efficient," shared Calvert. "We work with companies to help them monitor machines, look at the future and make the best decisions. Our goal is to save them money up front and in the future."

The group achieves this goal by often advising customers to buy smaller equipment with a focus on rightsizing.

"The data shows that many people own machines which are too big," said Calvert. "Buying a smaller machine is the single-best thing customers can do to save money. Large machines cost more up front, are more expensive to run and maintain, require more fuel, and they depreciate faster. Smaller machines have a higher utilization rate because they can be used on more jobs, and their residual values are more predictable and potentially higher."

Ego can play a role in the decision to purchase a larger machine, but Calvert says that many times it's a lack of information that causes customers to select machines that are too big. Customers may believe they are protecting themselves by purchasing a larger machine with the thought that it can handle more jobs. Using the wrong-sized machine is also common with new or growing companies. Many times, those businesses are







**Owning and Operating Cost Comparison Among Komatsu Excavators**

Model	PC88MR-10	PC138USLC-10	PC170LC-10	PC210LC-10	PC360LC-10	PC490LC-10
Price Variance	x	1.4x	1.5x	2.1x	3.4x	4.6x
Fuel Usage	1.41 gal/hr	2.04 gal/hr	2.97 gal/hr	3.38 gal/hr	5.77 gal/hr	7.55 gal/hr
Average Maintenance Fee Variance	x	1.3x	1.4x	1.4x	1.9x	2x

trying to do jobs with the machines they already own to avoid paying for an additional one. For a short time, this strategy may prove beneficial, but not over an extended period.

Another important component of rightsizing is matching equipment that will be working together in the same applications. For example, loading and hauling equipment need to match for optimum efficiency. If a loader is too large for a truck, or vice versa, the project will not be as efficient.

"I think people would be surprised at the benefits of buying properly sized machines," continued Calvert. "Just because a PC360 excavator can do the same jobs as a PC210, doesn't mean it should. The PC360 isn't nimble enough for smaller jobs. Using a right-sized machine is not only cheaper from an equipment standpoint, but it also saves time and eliminates wasted effort, which reduces the cost."

### Technology changes fleets

In addition to buying right-sized machines and maintaining a proper-sized fleet, owners today also must consider technology advancements. With every new generation of equipment released, fuel efficiency, hydraulic performance,

visibility and emissions output improve. Simply purchasing the previous model again can cost companies a great deal of money.

"If an owner of an older machine, like a Komatsu PC400LC-6 excavator, was ready for a new machine, getting the latest 400-series excavator may not be the best decision," explained Kurt Moncini, Komatsu Senior Product Manager – Tracked Products. "Some of today's machines are so advanced that they are able to outperform older, larger machines."

To illustrate this, Moncini compares a Komatsu PC400LC-6 excavator to a new Komatsu PC390LC-11. The PC400 is 93,000 pounds with a 125-series engine; the PC390 is 90,000 pounds with a 114-series engine. Despite being smaller, the PC390 has a similar bucket capacity (2.97 yards to 3 yards), more horsepower (267 hp versus 266 hp), better over-side lift at 25 feet and comparable over-front lift at 15 feet. The PC390 also has the ability to match engine modes to application, offers advanced hydraulic features and has better fuel efficiency while meeting the latest emissions standards.

"With improvements to engine efficiency and hydraulic systems, the smaller PC390 can do just about everything the PC400 can," said Moncini.

As machines increase in size, so does the cost to purchase and maintain them as illustrated in the chart above. Ken Calvert, Director of Komatsu's Business Solutions Group says that owners would be "money ahead" by purchasing smaller machines and renting or leasing machines for larger projects as needed.

*Continued . . .*

# Rentals and leases both growing in popularity

... continued

“For companies that are looking to replace older machines, there is value in considering newer, smaller models. In many cases, they are just as productive.”

The idea of rightsizing can also apply to the number of machines in a company's inventory. Traditionally, firms built large fleets by holding onto older machines that were paid for, on the small chance they would be needed on a future project. While the machines may not have a payment, they lose value annually, and the costs associated with running those machines are higher than new ones. To run a leaner operation, some companies may want to sell older machines and begin building more efficient fleets by purchasing right-sized machines, renting or leasing.

“What many people don't realize is they may be money ahead by buying a smaller machine to handle a majority of their projects and renting a larger machine when needed,” reported Calvert. “If a company can handle 90 percent of its projects with a smaller machine, it would be better off financially to rent a larger one for the other 10 percent.”

## Meeting the trends

Equipment distributors and lenders have noticed this trend and designed programs to accommodate these changing attitudes. Agoos said that rental purchase options (RPOs) and similar programs were uncommon five or 10 years ago, but are now standard because dealerships have built large rental fleets.

Advanced technology makes newer machines just as productive as older, larger machines. “With improvements to engine efficiency and hydraulic systems, the smaller PC390LC-11 excavator can do just about everything the PC400LC-6 can,” said Kurt Moncini, Komatsu Senior Product Manager – Tracked Products.

Short-term leases have also experienced a similar spike in popularity.

“Twelve-month leases were almost unheard of before the recession, but now they are very popular,” revealed Tony Suits, Retail Finance Manager at Power Motive Corporation, a Komatsu distributor for Colorado and Wyoming. “A number of companies were stuck with big equipment payments during the recession, and they want to avoid that situation again. Today, some companies have work scheduled for eight to 12 months, but may not be sure what is coming after that. They love short leases because of the option to walk away or extend the lease after 12 months, depending on what work becomes available.”

Another reason that managing equipment through rentals or leases has grown in popularity is the benefits that come with the agreement.

“During a lease, we cover the maintenance and repairs, taking much of the risk out of the equation for the customer,” said Suits. “If something goes wrong, we can fix it or get them a new machine, and it's all part of the agreement. Customers like being able to write the same check each month and not worry about downtime.”

Calvert says that financial protection should give owners the confidence to develop their fleets and grow their businesses.

“As companies grow and get into applications where they don't own the optimal machines, they should consider rental,” he suggested. “It's a cost-effective, low-risk way for owners to decide how to build their fleets and test out machines before they purchase.”

## Mix and match

While rightsizing is a technique that allows companies to operate more efficiently, it is far from a one-size-fits-all solution. The onus is on a company to do its research and tailor a strategy to its needs.

Calvert points out that each company is different and should create a plan based on its production needs and goals, but he suggests a mix of machines that can handle many jobs cost effectively.

“Think of it like a basketball team,” he explained. “You can play with five centers, but you aren't going to be very successful. You need a mix of abilities to succeed. The same is true when building a fleet.” ■





# CREATING A SAFETY CULTURE

## Companies should focus on more than just recording zero incidents

Great news! Your project achieved a safety milestone with zero OSHA-recordable injuries. Mission accomplished, right? Not entirely. Most safety practitioners insist that there is always room for improvement with safety practices and procedures.

While the OSHA Recordable Incidence Rate (RIR) is a common and important metric for many organizations, some industry groups rank this indicator too high. Avoiding OSHA-recordable injuries is always a good thing, but claiming victory based on that alone does not meet the true goal of safety. For example, how many close calls were there? As safety leaders, we should work to change the mind-set that milestones equal achievements and instead shift to a clearer understanding of overall safety performance.

To better grasp the evolution of safety-performance measurements, it is important to appreciate why the OSHA RIR has become so prevalent. In 1982, the Business Roundtable issued the report “Improving Construction Safety Performance” to emphasize the importance of investing in safety programs and open dialogue between contractors and the workforce. The report also provided a relatively objective method to select safe contractors by suggesting the use of Experience Modification Rate (EMR) and OSHA RIR for safety evaluations.

Ultimately, the report’s appendix gave business owners a tool to evaluate their contractors objectively. The intentions were noble, but some may have taken these guidelines as definitive metrics, placing too much emphasis on OSHA-recordable cases. In fact, many owners are still using variations of the original 1982 report appendix as a qualification document to help select contractors. This reporting can

lead to inconsistencies. For example, one dose of a prescription pain medication qualifies as an OSHA-recordable injury, as does a fractured femur. Ideally, injury severity should be considered, because incidence rates alone may not paint the clearest picture.

Evaluators sometimes focus on the numbers and place too much emphasis on case management in achieving safety performance. Workers notice when management continually stresses achieving zero RIRs. If bonuses and promotions are tied to OSHA rates, employees and contractors may intentionally, or unintentionally, avoid reporting incidents.

It is important to build safety systems and processes to minimize the impact of human error. This also means we must think beyond achieving zero incidents, particularly with regard to OSHA rates. It is vital to implement proactive safety processes and take care of our people. ■

Bob Fitzgerald, Manager of Project Safety and Health, Southern Company Services, says it’s important for companies to go beyond thinking in terms of achieving zero recordable incidents and implement proactive safety processes.



**Bob Fitzgerald,**  
Manager of Project  
Safety and Health,  
Southern Company  
Services

*The following article has been republished with permission and originally appeared in the fall 2015 issue of NCCER’s Cornerstone Magazine at [nccercornerstone.com](http://nccercornerstone.com).*





# PC490LCi-11

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## 'STRAIGHT TO GRADE'

### Komatsu adds larger, more productive *intelligent* Machine Control excavators

Want to dig straight to grade with an excavator? You can with Komatsu's new *intelligent* Machine Control excavators, including the PC360LCi-11 that fits in the popular 30-ton size class and provides excellent productivity and efficiency in a wide range of applications.

"Nimble, yet highly productive, the PC360LCi-11 is easily the most anticipated *intelligent* Machine Control product to launch from Komatsu in recent memory," said Jason Anetsberger, Komatsu Senior Product Manager. "From trenching on a utility work site to mass excavating on a highway project, the PC360LCi-11 is flexible and versatile enough to be at home on almost any jobsite."

A 257-horsepower Tier 4 Final engine powers the PC360LCi-11, while the larger PC490LCi-11 has a Tier 4 Final, 359-horsepower engine. On top of an already very productive base machine, incorporation of the *intelligent* Machine Control technology boosts productivity up to 66 percent when compared to conventional excavation methods.

"Many of our customers have enjoyed the precision, versatility and efficiency of our first *intelligent* Machine Control excavator, the PC210LCi-10, and have asked us to scale *intelligent* Machine Control technology to larger-sized excavators. The wait is over," reported Anetsberger. "Whether you are mass excavating, trenching or fine grading, the PC490LCi-11 will help increase productivity and efficiency, while removing the burden and worry of overexcavation."

#### Revolutionary automation

Komatsu introduced the world's first *intelligent* Machine Control excavator, the PC210LCi-10, to rave reviews in 2014. Like that machine,

the PC360LCi-11 and PC490LCi-11 feature Komatsu's revolutionary, fully factory-integrated, machine-control system. The exclusive control function lets operators focus on moving materials efficiently, without worrying about digging too deep or damaging the target surface.

Komatsu's *intelligent* Machine Control excavators utilize 3D-design data loaded into the touchscreen display to show machine position relative to target grade. When the bucket reaches the target surface, automation kicks in to limit overexcavation.

"Once the target elevation is reached, no matter how hard the operator tries to move the joystick control to lower the boom, the excavator won't allow it," said Anetsberger. "From rough digging to finish grade, these machines improve efficiency and precision and minimize overexcavation, making every pass count." ■



Jason Anetsberger,  
Komatsu Senior  
Product Manager

#### Quick Specs on Komatsu PC360LCi-11 and PC490LCi-11 Excavators

Model	Net Horsepower	Operating Weight	Bucket Capacity
PC360LCi-11	257 hp	78,484-79,807 lb	0.89-2.56 cu yd
PC490LCi-11	359 hp	105,670-107,850 lb	1.47-4.05 cu yd



The new *intelligent* Machine Control excavators feature Komatsu's fully factory-integrated machine-control system. The exclusive control function lets operators focus on moving materials efficiently, without worrying about digging too deep or damaging the target surface.





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WA500-8



WA320-8

## MORE EFFICIENT LOADERS

### New WA500-8 and WA320-8 feature high production, lower fuel consumption in a variety of applications

Wheel loaders perform a variety of tasks and in a wide range of applications. Komatsu's new Tier 4 Final WA500-8 and WA320-8 models provide increased efficiency and high production under all types of conditions. These new models also use less fuel than their Tier 4 Interim predecessors – up to 5 percent less with the WA500-8 and up to 3 percent less with the WA320-8.

The WA500-8's standard bucket has an increased capacity of 7.6 cubic yards, and the bucket now fills easier and retains material better, contributing to the loader's efficiency and productivity gains of up to 10 percent. The machine also features greater horsepower than the Dash-7 model.

"The WA500-8 is made for loading on-highway trucks or smaller rigid trucks in quarry applications, articulated trucks on construction sites or load-and-carry applications," said Komatsu Product Marketing Manager Rob McMahon. "Operators will also appreciate enhancements in cab comfort and features, such as the integrated load meter and full automatic digging function."

#### 'Utility knife on four wheels'

The WA320-8's parallel-lift linkage, with auto tilt-in to simulate a Z-bar, can be used in any application from pallet handling to hard digging. With increased operating weight, the WA320-8 features an S mode that gives operators maximum control in slippery conditions.

"The easy-to-control hydrostatic transmission makes the WA320-8 ideal for agriculture and residential applications, but its size and attachment-friendly quick coupler make it an all-around performer for almost any work site," Komatsu Product Marketing Manager Craig McGinnis said. "The WA320-8 works well for snow removal. It's a multi-purpose utility knife on four wheels."

Komatsu designed its Komatsu Diesel Particulate Filter (KDPF) and other after-treatment components in its new Tier 4 Final loaders to work in conjunction with the engine for efficiency and longer life. More than 90 percent of KDPF regeneration is performed passively, with no action required by the operator and no interference with machine operation.

"These new models are a great fit for companies using construction-sized and small quarry loaders," said McGinnis. "We encourage anyone who uses loaders to demo a WA500-8, WA320-8 or both. We believe owners and operators will see the clear advantages that the new models offer." ■

The WA500-8's standard bucket has an increased capacity of 7.6 cubic yards, and the bucket now fills easier and retains material better, contributing to machine efficiency and productivity gains of up to 10 percent.



Rob McMahon,  
Komatsu Product  
Marketing Manager



Craig McGinnis,  
Komatsu Product  
Marketing Manager

#### Quick Specs on Komatsu WA500-8 and WA320-8 Wheel Loaders

Model	Horsepower	Operating Weight	Bucket Capacity
WA320-8	165 hp	34,128-34,392 lb	3.0-4.2 cu yd
WA500-8	357 hp	76,708-77,856 lb	5.9-8.2 cu yd







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## ADAPTING TO YOUR NEEDS

### Komatsu releases new maintenance programs, adapts to changing attitudes about machine ownership

**QUESTION:** What is the main role of the Parts Sales & Marketing department at Komatsu?

**ANSWER:** The role of our group is to focus on customers' parts support needs in order to maximize efficiency in their operations. By doing so, we demonstrate the quality of our parts, strengthen our customer relationships and drive loyalty for Komatsu machines, parts and service.

**QUESTION:** How has the market changed in regard to owning heavy equipment during the past few years?

**ANSWER:** It's become clear that equipment owners are looking for even more ways to maximize their investments in the machines they own. Customers are cautious with the money they spend to ensure it is used as efficiently as possible. They want to allocate their maintenance dollars where it makes the most sense. Komatsu builds technologically advanced, high-quality products that require the use of high-performance filters and engineered oils to maintain peak performance and component longevity. When customers buy revenue-generating, capital assets they expect a maintenance program that ensures only parts and fluids made for their specific Komatsu machines are used when serviced. This is why we developed Genuine Care. We're so confident in the benefits of our Genuine products that we stand behind each Genuine Care program with a 12,000-hour component life assurance and 100 percent core guarantee.

**QUESTION:** What should customers know about the new Genuine Care program and how do they benefit from it?

**ANSWER:** Our new Genuine Care program is an extension of our complimentary Komatsu CARE program for Tier 4 machines. Customers can purchase a Genuine Care program from their Komatsu dealers to pick up where the

*Continued ...*



**Paul Moore, Vice President,  
Parts Sales & Marketing**

*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.*

Paul Moore joined Komatsu in 2006 and became the Vice President, Parts Sales & Marketing in 2015. His career path to that point included two continents and several jobs in the heavy-equipment field. He started as an apprentice technician in his native United Kingdom in 1984. In 1990, he joined a global agricultural-equipment manufacturer and then moved to the United States with that company in 2000, before joining Komatsu.

"My background and career path have provided me several opportunities to progress," said Moore. "I've held different product support positions, and I think that helps me understand the importance which customers place on parts support."

Moore joined Komatsu to focus on its remanufacturing business. From there, he progressed from Senior Product Manager, Reman; to Senior Marketing Manager, Spare Parts; to Director of Parts Marketing; and finally to his current position.

"The first thing that attracted me to Komatsu was the reputation of the product," Moore recalled. "Now that I've been involved with the company, I know why the reputation is so strong. We have great people who set the bar really high. It's a world-class organization."

Moore is married and has two children. In his free time, he enjoys riding motorcycles and spending time with his family.

# Programs strengthen customer-distributor-brand relationship

... continued



To accommodate customers' changing attitudes regarding machine ownership, Komatsu offers new programs that encourage customers to meet with distributors and plan future maintenance. The programs ensure that Komatsu-certified technicians continue to perform maintenance on machines.

complimentary maintenance leaves off. As long as that Genuine Care program remains in place, we reward the Komatsu machine owner with the component assurance and core guarantee; both of which are fully transferrable when it's time to trade in or sell the machine. Our Komatsu distributors use KOMTRAX to monitor the machine and proactively schedule and perform maintenance at times that work best for the Komatsu machine owner. Factory-trained technicians perform the work, and all services include oil analysis of each component and a full machine inspection. This complete service history also ensures that the machine qualifies as Komatsu CARE Certified Equipment, our highest level of previously owned equipment and a serious driver of higher residual values when an owner decides to trade in or sell the machine.

**QUESTION: What has Komatsu done to accommodate customers' changing attitudes about ownership?**

**ANSWER:** We began planning programs that we believed could be of value to our customers and this new trend. Our new Firm Future Order program is a direct result of that. This long-term planning program is designed for the distributor to sit down with a customer and look at what machines the customer is running, the applications those machines are performing in, how hard the machines are working and what the machines will be doing in the future. Then, we schedule large maintenance projects three, six or 12 months in

advance, based on the information gathered. We let the customers lock in pricing and guarantee availability of parts. We also schedule the work at times that are convenient for the owners. This enables the owners to build those repair costs into their budgets.

The purpose of this program is to eliminate unexpected downtime through preventive maintenance. We want to help customers plan ahead and involve them in a proactive discussion. Having a plan in place is better than reacting to a surprise failure, and the plan can always be modified. For example, if a machine is scheduled for a transmission replacement, but it is outperforming our estimates, the customer can move the maintenance date but keep the guarantees. We will be ready and anticipate the service on the revised date.

**QUESTION: How have customers received these programs?**

**ANSWER:** Our distributors see a huge benefit in creating more face-to-face meetings with their customers, and the customers appreciate that we are looking out for them and handling the machine monitoring and the maintenance scheduling.

We've noticed that these programs have strengthened the bond between customers and their distributors and created a deeper sense of brand loyalty to Komatsu. The programs make our technicians more visible to customers because they are servicing the machines consistently and meeting with the customers. Customers can see that we are working to minimize downtime. The programs were put into place to help customers have a better experience with the Komatsu brand.

**QUESTION: Were these programs the only changes made to accommodate customers?**

**ANSWER:** No, continuous improvement is a core competency of Komatsu and led us to reorganize our field support staff. By increasing the number of staff members and reducing the size of their territories, we are able to spend more time with our distributors and in front of their customers. We've seen a great benefit to building, maintaining and strengthening those relationships at a jobsite level where the work is really being done. It truly helps us bring products and programs to the market to meet the ever-changing needs of our Komatsu machine owners. ■

In addition to service programs, Komatsu places an emphasis on getting more people in the field to meet with customers and work with the distributors. As a result, the customer-distributor-brand relationship has strengthened. "These programs give customers the opportunity to develop a relationship with someone from Komatsu, in addition to their dealers and sales reps," said Vice President, Parts Sales & Marketing Paul Moore.





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# RISING PRICES

## Construction index shows costs up due to increased activity, lack of skilled labor

Turner Construction's recent building-cost index showed that increases in construction costs are being driven by a rising level of activity and limited availability of skilled labor in busier markets. The index measures costs in the U.S. nonresidential building construction market.

Turner Construction's recent building-cost index showed that increases in construction costs are being driven by a rising level of construction activity and limited availability of skilled labor in busier markets. A National Association of Homebuilders' report noted that the number of available construction positions rose to 193,000 in February, a post-recession high.

The index indicated the market has increased to a value score of 970, a 1.15 percent increase from the fourth quarter of 2015 and a 4.64 percent yearly increase from the first quarter of 2015.

"The shortage of skilled labor is outweighing the impact of declining material prices," said Atillio Rivetti, Turner Vice President. "As the volume of work remains relatively high, we expect subcontractors to continue to be strategic in their pursuits, ultimately resulting in upward cost pressures."

### Job openings hit post-recession high

The index was released about the same time as the National Association of Homebuilders' (NAHB) analysis of the U.S. Bureau of Labor Statistics' Job Openings and Labor Turnover Survey that showed the number of available construction positions rose to 193,000 in February, a post-recession high.

NAHB noted that the number of open positions has increased for several years following the Great Recession. The organization reported that the number of residential construction workers has reached more than 2.5 million, with homebuilders and remodelers adding nearly 600,000 to payrolls since the recession. However, the number of unfilled jobs in construction persists and is causing concern.

Hiring is expected to continue as the homebuilding industry grows, according to NAHB. Multifamily construction spending – the value of property placed in service – reached an annual pace of \$59.7 billion in February, up 24.4 percent on a year-over-year basis. Single-family spending came in at an annual rate of \$235 billion. ■





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## MORE INDUSTRY NEWS

### Komatsu, Cummins announce global corporate responsibility partnership

Komatsu and Cummins have enjoyed a strong business relationship, including working together for decades to provide equipment in mining and construction markets. Recently, the two companies strengthened their ties with a new global corporate responsibility partnership.

"We share a common commitment to producing and supporting products in a responsible manner, as well as promoting education and improving opportunities for the people in the communities where we do business," said Tetsuji Ohashi, CEO of Komatsu Ltd. "A partnership that helps the people of our communities will make our

business relationship stronger. It is with great enthusiasm that Komatsu enters into this global collaboration with a trusted partner like Cummins."

Both companies have invested in technical education in their communities. Prior to formalizing this global relationship, Cummins and Komatsu partnered in other community projects. In the United States, Cummins and Komatsu, along with other partners, launched the Diesel Technicians Pathways Program in Utah that includes two high school diesel programs as well as a community college program. ■



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## USED EQUIPMENT SPECIALS OF THE MONTH

Manufacturer/Model	Stock No.	Year	Hours
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### EXCAVATORS

Komatsu PC308USLC-3	CE3061	2008	14,895
Komatsu PC138USLC-8	KM6184	2011	5,857
Komatsu PC138USLC-10	KM6171	2015	745
Komatsu PC228USLC-3	KM6073	2008	11,760
Komatsu PC360LC-10	KM6099	2014	1,789
Komatsu PC490LC-11	KM6095	2015	1,237
Volvo EC140LC	CE3058	2001	6,517
Volvo EC220DL	CE3048	2012	3,671
Volvo EC140DL	CE2814	2012	1,466
Volvo EW210D	CE2608	2013	674
Volvo ECR235DL	CE2607	2013	1,314
Volvo ECR235DL	CE4873	2013	2,934
Volvo EC250DL	CE2440	2012	1,242
Volvo EC460C	SE0061	2001	12,619
CAT 365CL	KM6045	2006	14,808
John Deere 450LC	CE3044	1999	14,531
Sany SY215C	SY0007	2013	278

### COMPACT EXCAVATORS

Komatsu PC40MR-2	KM6205	2006	6,306
Volvo EC35C	CE2556	2013	650
Volvo ECR88D	CE2905	2015	618

### PAVERS

Volvo PF6110	CE3046	2010	5,567
Carlson CP90	CA0006	2012	569
Leeboy 8500	CE3046	2001	
Mauldin 1750C	MA0041	2010	
Mauldin 1750C T	MA0020	2014	169

Manufacturer/Model	Stock No.	Year	Hours
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### WHEEL LOADERS

Komatsu WA380-7	KM6042	2014	1,118
Komatsu WA270-7	KM6126	2015	662
Komatsu WA320-7	KM6113	2014	528
Komatsu WA500-3	KM6068	2003	24,500
Volvo L30ZSX	CE2402	2012	2,068
Volvo L50G	CE3600	2013	595
Volvo L35B	CE3065	2005	7,887
Volvo L90C	CE3052	2000	13,413
Hyundai HL780-3	KM6258	2004	12,383

### COMPACTION EQUIPMENT

Volvo DD90HF	CE2292	2011	600
Volvo DD138FA	CE2867	2010	1,930
Volvo DD112HF	CE2289	2011	1,500
Volvo SD115	CE3014	2014	629
Bomag BW211D-40	BO0120	2008	1,148
Bomag BW266AD-4	B00038	2013	2,703
Hypac C766C	CE3004	2004	4,326

### SKID STEER LOADERS

Volvo MCT135C	CE2609	2012	515
Mustang 1750RT	MU0012		102
Mustang 2100RT	MU0015	2012	295

### SEWER TRUCKS

Vactor 2110	VA0231	2002	2,400
Vac Con	VA0220	1998	2,273

### STREET SWEEPERS

Elgin Pelican SE	EG2054	2002	2,817
Elgin Pelican SE	EG2055	2006	3,843

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