



# ROAD TO SUCCESS

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A PUBLICATION FOR AND ABOUT ROAD MACHINERY LLC CUSTOMERS

Featured in this issue:

## OUR LADY OF GUADALUPE MONASTERY

Dig into the life of a small group of Benedictine monks near Silver City, N.M.

See article inside...



Featured in this issue:

## INNOVA ENVIRONMENTAL ENGINEERING, LLC

This Tucson-based site contractor is committed to satisfying customers with quality work

See article inside...



**KOMATSU**

Jinshan Tang,  
Owner/President



# A MESSAGE FROM THE PRESIDENT



Charles Paugh



Dear Valued Customers and Colleagues:

By all economic forecasts, 2006 promises to be another good year for the construction, mining and logging industries (see related article inside). While the amount of growth may be slightly less than it's been the last two years, most forecasters — including the U.S. Commerce Department — foresee solid gains continuing.

At Road Machinery LLC, we're optimistic as well. Of course, we have no control over the amount of work that will be available to you, but we truly believe we can help you complete your jobs in the timeliest and most cost-effective manner.

One reason we're confident is our longtime relationship with Komatsu, which is truly one of the giants of the equipment manufacturing industry. The manufacturer is introducing many new products this year, notably those with the new ecot3 engines. We hope you'll take the time to read the article on Komatsu's expanding product line in this issue of your *Road to Success*. It explains Komatsu's philosophy to compete head-to-head against the other full-line manufacturer in essentially every type and size of machine, and demonstrates the company's commitment to be the best.

Beyond the new products we'll be featuring this year, we're also excited about our growing product support capabilities. At RML, we understand the importance of uptime to you and your operation. In light of that, we're continuing to bolster our service and parts departments in an effort to speed repairs and help you keep your equipment running for the longest time at the lowest cost. We hope you'll give us the opportunity to show what we can do for you.

Please feel free to stop in at any of our branch locations, or give us a call if there's any way we can be of service. All of us at RML are looking forward to meeting your equipment and support needs for 2006 and beyond.

Sincerely,  
ROAD MACHINERY LLC



Charles Paugh  
President

**We can help you  
with any equipment  
and product support  
needs you may have  
in the upcoming year**



# ROAD To SUCCESS

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Whether it's construction, mining or logging, Komatsu is committed to providing a full product line to meet its customers' needs. Komatsu's Chairman and CEO Dave Grzelak explains what it means to be a full-line company.

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# INNOVA ENVIRONMENTAL ENGINEERING, LLC

**Tucson-based site contractor is committed to satisfying customers with quality work**



Jinshan Tang,  
Owner/President

Jinshan Tang, Owner and President of INNOVA Environmental Engineering, LLC, is on a mission to make everyone he meets happy, whether they are repeat customers, his employees, his suppliers or his equipment dealer. It's a philosophy he developed when he worked as an environmental engineer, and he's continued to develop it since he founded INNOVA.

For the past three years, Tang and the staff at INNOVA have been satisfying customers by providing full site packages to private site developers and municipalities in about a 25-mile radius of Tucson. INNOVA handles everything from putting in underground utilities — its specialty — to subgrade excavation and riprap installation. INNOVA offers paving as part of a package of services, but subs out that portion of its work. In addition to site-development work, INNOVA does landfill remediation, winning national awards in recognition of its work in contamination control.

Operator Gabriel Delgado uses a Komatsu WA450-3 wheel loader to backfill a trench at a new housing development near Tucson.

"The more people I can make happy, the better," said Tang. "It's important to me, because if they are happy that means I'm fulfilling a need, whether it's offering a full site package for a new development or landfill remediation. Our customers like that we handle nearly everything, because they have fewer contractors to deal with. Everything falls on our shoulders, and we take that very seriously. We work hard to make sure everything is done the way the customer wants, and that the work is done with quality."

To fulfill his customers' needs, Tang works very closely with them throughout a project, including preplanning to make sure he and his crews completely understand the job going in. He often uses his background in engineering to find ways to save money on a project. Constant contact with the customers is crucial to a successful project, according to Tang.

"Communication with the customer is vital," Tang said. "We've found ways to save them money by looking at alternative ways to do a project. We don't cut corners, we just look for different ways to go about it. Once we get started, we continually work with customers to let them know how their projects are going. They like that, and it's built trust between us. We've developed a good reputation and a number of repeat customers, and it's helped us to grow quickly."

## Fast growth

Tang built INNOVA from one backhoe and three employees into a company with 32 employees and a large fleet of heavy equipment. INNOVA's first project was a small county pipe job, but within months the company was doing



large-scale remediation and subdivision projects, forcing the firm to grow, according to Tang.

"Growth came quickly, but it's not been a problem because we've built a good group of employees," Tang said. "I take care of them and they take care of me. They have experience and work hard to ensure quick turnaround on projects. It's not unusual for them to show up on a Saturday to make sure a project stays ahead of schedule."

Tang credits Vice President and Superintendent Bob Boyle as a major force in keeping the business successful, along with a dedicated work force that includes key field employees Charlie and Manuel Ulibarri, Juan Zomara and Pete Huckeba. Shirley Liao serves as Office Manager and oversees payroll and accounting.

## Tough equipment

Tang said his employees play a pivotal role in his equipment choices, and that's one reason INNOVA uses Komatsu equipment purchased from Road Machinery LLC's Tucson branch through Sales Representative Lee Dollar. Recent acquisitions include a 45,640-pound PC200LC-7, which augments a fleet of excavators that also includes a PC300LC and a PC400LC, both Dash-6 models. INNOVA also has three wheel loaders (a WA250, a WA380 and a WA450), a GD650 motor grader, and a 155-horsepower D61PX-15 dozer, which the company recently leased.

"We compared competitive brands when we were buying equipment, but the operators liked the speed and power of the Komatsu equipment," Tang said. "The operators want to be as productive as possible, and Komatsu machinery helps them to do that. The digging conditions in this area are tough and the Komatsu excavators handle it without problems because they're strong through the entire digging cycle. The motor grader and dozer also work well in the conditions, which is a real benefit, and the wheel loaders are great all-purpose machines."

For parts and service, Tang turns to Road Machinery as needed. "Lee and Road Machinery work very hard to get us equipment that is right for our applications," Tang



Operator Manuel Ulibarri uses INNOVA's new Komatsu PC200LC-7 to dig a trench for underground utilities at a new development in New Tucson. "They're really strong, especially in the hard dirt we have in this area," Ulibarri said of the company's Komatsu excavators, which also include a PC300LC-6 and a PC400LC-6.



INNOVA Vice President and Superintendent Bob Boyle (right) meets with Road Machinery LLC Sales Representative Lee Dollar. "They're very quick to respond to service issues and have parts available when we need them," Owner Jinshan Tang said of RML. "We're very happy with Lee and Road Machinery."

acknowledged. "They've also been very quick to respond to service issues and have parts available when we need them. That's important because we only have the equipment we need, nothing extra, so we can't afford downtime. We've been very happy with Lee and Road Machinery."

## Increasing success

Tang knows it isn't easy to please everyone, but he still makes it his number-one priority. He believes it's been the key to his early success and will continue to push the company forward. Tang has his eyes on a future that includes increasing the size of the company, while continuing to offer the quality projects his customers have come to expect.

"I'm committed to INNOVA's long-term success, and that's going to come from satisfied customers and employees who are happy with the workplace," Tang noted. "If those people aren't happy, my business doesn't grow and survive. That affects more than me. So I take other people's happiness seriously, because it's what's going to make INNOVA successful in the long run." ■



Shirley Liao,  
Office Manager

# OUR LADY OF GUADALUPE MONASTERY

## Where a small group of Benedictine monks works and prays near Silver City, N.M.

Fourteen years ago, a 54-acre site a few miles west of Silver City, N.M., was just like every other part of the high desert in the region. It had rugged beauty, wonderful sunsets and lots of rocks.

Now, along with the beauty, the sunsets and the rocks, there's also Our Lady of Guadalupe Monastery. It's been a labor of love — but a tremendous amount of labor nonetheless — for a small, hardworking group of Benedictine monks.

"Our superior, Father Cyprian was sent here from France in 1991 by Bishop Marcel Lefebvre

to found Our Lady of Guadalupe Monastery," said Brother Bernard, who first visited in 1993 and a few months later became one of the first monks to enter the monastery. "Some residents of Silver City encouraged Father Cyprian to found his monastery here because they wanted to have the traditional Latin mass, which our Monastic Order provides. But all we had was the land. There was very little money and few workers to help construct anything. Without Father Cyprian guiding the project, this area would still just be a lot of rocks."

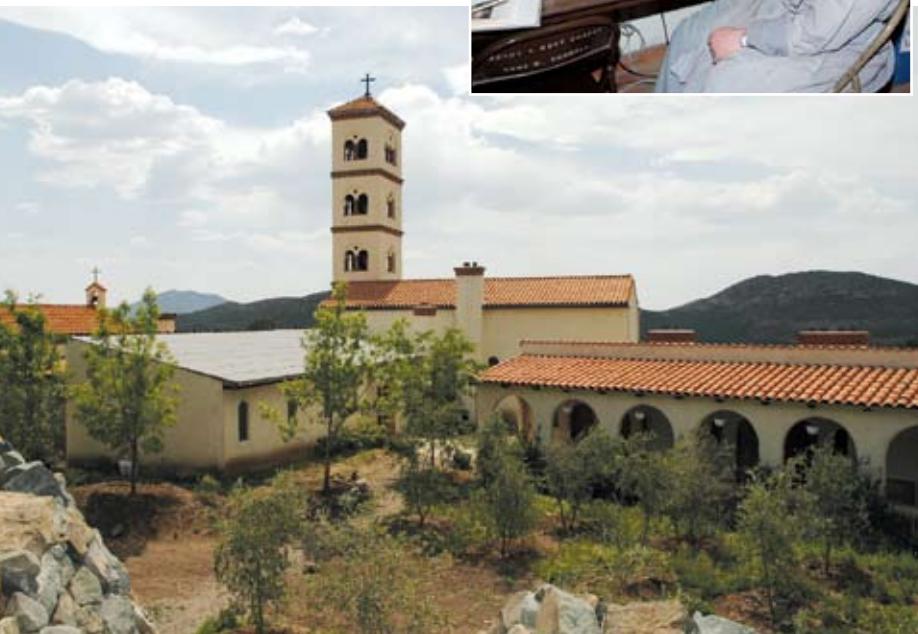
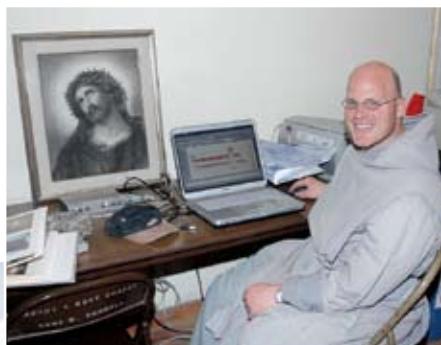
Today, 21 monks, five of whom are presently studying to become priests, live at Our Lady of Guadalupe Monastery. The site consists of numerous buildings including a chapel, a cloister, a library, a dining hall, a workshop and living quarters.

### The simple life

Many of the monks had what most of us would consider "regular" jobs before joining the monastery. Brother Bernard, for example, was an architect in New York. Another monk, Brother Vincent, had been a computer programmer in the Midwest. But both felt their lives would be better led as monks.

"What we do here is work and pray — and we see a great value in that," explained Brother Bernard. "Benedictines are a contemplative Order, which means we spend a lot of time (up to six hours or more per day) praying and about an equal amount of time working at jobs around the monastery. And even among Benedictines, we're somewhat unique. We are one of only three Benedictine monasteries worldwide where the old Latin Liturgy and the ancient customs are still intact and untouched. All-in-all, we try to live a very simple life."

Our Lady of Guadalupe Monastery (below) sits on a 54-acre property near Silver City, N.M. Brother Bernard (right) is one of twenty-one Benedictine monks who live and work at the monastery.





Brother Vincent, shown here with RML Sales Representative Wesley Kolster, is one of the primary operators of the backhoe loader. "It's been a good machine and has really helped us make progress here," Brother Vincent said of the WB150.

Simple perhaps, but not easy. The monks at Our Lady of Guadalupe get up at 3 a.m. to go to chapel for morning prayers which last about an hour and a half. After that, throughout the day — it's work, more prayers at the chapel, meals and spiritual study. The Monks are expected to be in bed with lights out by 8 each night.

"The life lived by the monks is not for everyone," said Brother Bernard. "It has many hardships and it demands many personal sacrifices. But for those who hear the call, it's very rewarding."

### Equipment aids progress

Building a monastery from scratch is no small task, but Our Lady of Guadalupe Monastery is expanding regularly, thanks in part to some modern tools.

"Monasteries have a tradition of keeping everything pure and simple; we like doing our manual labor the old fashioned way — by hand," said Brother Bernard. "For example, our firewood is cut with a two-man handsaw, but we also use chain saws. When it comes to machinery, we're not dogmatic about it. Our craft workshop is full of hand tools as well as basic machinery."

The primary machine at Our Lady of Guadalupe Monastery is a Komatsu WB150 backhoe loader from Road Machinery LLC in El Paso. Brother Vincent frequently operates the unit.

"We have to do a lot of digging — for footings, for water and septic lines, for fence posts and that kind of thing," he noted. "And when you dig around here, you're digging in rock. Using picks and shovels would take us years and years. Using the WB150 is a much better and more effective use of our time."



The monks also use the WB150 to clear ground and move large boulders. "We've had it about two years and it's been a good machine," Brother Vincent stated. "It's strong and can do a lot of work. It runs well and has been very reliable."

### Hoping to be self-sufficient

Unlike some Catholic Orders that subsist through donations, the Benedictines at Our Lady of Guadalupe not only work building and maintaining the monastery, but they also raise animals and crops, as well as build furniture, which they sell to raise money for the monastery.

By involving themselves in commerce and by growing their own food, the monks at Our Lady of Guadalupe Monastery in Silver City are hoping to someday be totally self-sufficient.

"We're still rather far from being there, largely because construction efforts continue to take much of our manpower and resources," said Brother Bernard. "So for the present, we still rely largely on donations for our subsistence. But self-sufficiency is the ideal, not because we want to seal ourselves off from the outside world, but simply because we believe it will allow us to best accomplish what we're here for, which is to seek God." ■

*For a free catalog of items offered at the monastery gift shop, contact:*

*Our Lady of Guadalupe Monastery  
142 Joseph Blane Rd.  
Silver City, NM 88061*

*Or visit:  
[www.ourladyofguadalupemonastery.com](http://www.ourladyofguadalupemonastery.com)*

A couple of years ago, the monastery purchased a Komatsu WB150 backhoe loader to help move rocks, dig footings and trenches, and take care of other heavy lifting jobs that go with building a monastery.



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## GUEST OPINION

# CLEAN WATER TRUST FUND

## Supporters want guaranteed money for water infrastructure improvements

Late last year, Rep. John J. Duncan, R-Tenn., chairman of the House Water Resources and Environment subcommittee, introduced an ambitious bill to address the nation's water needs. The Clean Water Trust Fund Act of 2005 would create a dedicated federal trust fund for water infrastructure improvements that would provide \$37.5 billion over the next five years.

In proposing the legislation, Chairman Duncan said, "I am aware of the problems faced by municipal wastewater treatment agencies. ... I have heard over and over from our utilities that we need this legislation to protect our clean water supply."

To overcome these challenges, the chairman's legislation would provide \$7.5 billion annually in dedicated funding for the Clean Water State Revolving Fund (CWSRF) between 2006 and 2010.

The CWSRF program provides grants to states. The states then match 20 percent of the grants and create loan programs for cities, towns and state agencies to make improvements to their sewer systems and treatment plants. Currently, funding for CWSRF comes from the federal government's general fund. This means the money for the program is appropriated each year from general tax revenues. Over three years, funding for the CWSRF has diminished by 33 percent, from \$1.35 billion in fiscal year (FY) 2004 to \$990 million in FY 2006.

The five-year guaranteed revenue stream for the CWSRF would not only provide states and municipalities with more money annually, but would also provide greater certainty in funding. Unlike now, when pressures on the overall federal budget can, and frequently do divert funding from water infrastructure, the Act

would implement user fees targeted specifically for the Clean Water Trust Fund (similar to the Highway Trust Fund and the Airport and Airways Trust Fund). This certainty would allow local governments to plan projects in advance, without fear that funding would not be available when the time came to begin the projects.

The public, for its part, has expressed support for dedicated, national investment in water. According to a March 2005 poll, 86 percent of Americans supported legislation that would create a long-term, sustainable and reliable trust fund for clean and safe water infrastructure. In addition, 67 percent of Americans would support spending on water infrastructure rather than tax cuts. The notable public support for water investment suggests that now may be the time for Congress to take a serious look at the Clean Water Trust Fund.

Look for increased focus on water infrastructure issues on Capitol Hill this year. ■

If approved, a new bill would provide five years of guaranteed money for the Clean Water State Revolving Fund, which has been cut substantially in recent years.



Christian A. Klein

*This Guest Opinion, which first appeared in the newsletter, Washington Insights, was prepared by Christian Klein, who serves as Washington counsel for the Associated Equipment Distributors. Mr. Klein can be contacted at caklein@potomac-law.com.*



## INDUSTRY NEWS

# CALL-BEFORE-YOU-DIG UPDATE

## New nationwide, three-digit, one-call number will be 8-1-1



Bob Kipp,  
President, Common  
Ground Alliance

For many years, excavation contractors and anyone else who digs in the ground have been required to phone a local One-Call Center before starting the excavation. The purpose of the call is to get information on the location of buried utilities and thereby ensure a safe and trouble-free dig for the excavation crew as well as the general public.

While the vast majority of excavation contractors make the call, there are still some who don't.

"There are about 400,000 excavation incidents each year resulting in substantial damage to facilities and about 50 fatalities," said Paul Prekete, Board Chairman of the Common

Before any excavation, you're required to contact a local One-Call Center to determine the location of existing underground utilities. The Federal Communications Commission has established 8-1-1 as the single, nationwide three-digit, one-call number, effective April 2007.



Ground Alliance (CGA), a broad coalition of groups including excavators, utilities, regulators, engineers, insurance companies and other industry stakeholders. "When companies or individuals plan to dig, the first thing they must do is contact a One-Call Center."

But one of the problems with the current one-call system has been that there is no single, centralized, nationwide, easy-to-remember number to call. Rather, there are different numbers in each state and many municipalities — and they are regular ten-digit numbers including area code.

### Simple, convenient, new number

The Pipeline Safety Improvement Act of 2002 mandated that a three-digit, pre-dig, one-call number be established, but didn't set a time frame for it. The CGA has been urging the Federal Communications Commission to adopt such an easy-to-use nationwide number sooner rather than later. Last year, the FCC did just that by establishing 8-1-1 as the national one-call number.

"We commend the FCC," said CGA President Bob Kipp. "This simple, convenient number will encourage safe excavation, protecting the nation's vital energy and telecommunications infrastructure and those living nearby. The next step is to get the number online as expeditiously as possible and make it as familiar as 9-1-1."

According to FCC rules, 8-1-1 must be fully operational on wireless, wireline and pay phone systems nationwide by April 2007.

For more information on the Call-Before-You-Dig program, contact the Common Ground Alliance at [www.commongroundalliance.com](http://www.commongroundalliance.com) or call (703) 836-1709. ■

# PRODUCTIVITY UP.



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Roadside construction without crossing the white line? Komatsu's tight-tail-swing excavators offer efficient roadside operation — without disrupting the regular flow of traffic. Capable of swinging within minimal spaces, these models feature the same power and performance of Komatsu's conventional excavators, making them the strongest performers in the industry. Add in a comfortable cab, quiet operation and a wide variety of attachments, and you'll have a proven performer in any application — highway, road, demolition and general construction.

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## PRODUCT FOCUS

# A FULL-LINE COMPANY

## Komatsu's continually expanding product line is part of a "commitment to compete"



Dave Grzelak,  
Chairman and CEO,  
Komatsu America

An example of Komatsu's commitment to competing in all product lines and all class sizes is the 1,150-hp D575, the largest bulldozer in the world.

**P**ack in the 1970s, when Komatsu America was formed and the equipment maker started selling small to mid-size dozers in the U.S., few people would have guessed that within a couple of decades it would be the second-largest manufacturer and supplier of construction, mining and utility equipment in North America. But thanks to a number of agreements and acquisitions, combined with an aggressive desire to compete and be the best, that is exactly what has happened.

"We are a 'full line' company," said Dave Grzelak, Komatsu America Chairman and CEO. "What does that mean? It means we don't limit ourselves to certain machines or certain size classes. Instead, we manufacture and sell a complete line of heavy equipment and compete head-to-head in virtually all categories and sizes. There's only one other equipment manufacturer in the world that can make the same claim."

Some other equipment makers, according to Grzelak, are essentially "short line" companies,

meaning they specialize in certain types of machines or certain sizes. Some may specialize in agricultural equipment and make only small construction units. Others go up into the construction size, but don't offer some types of machines, or perhaps stop well short of Komatsu's largest construction-size models. When you get into mining-size equipment, the field narrows even more.

"It's no accident that we compete across-the-board with the only other full-line company," said Grzelak. "We're committed to compete for two primary reasons. One, we think it's important for the equipment industry in general to have competition in all size classes and machine types because it prevents market domination and spurs product improvement. And two, we do it because in many instances, we believe we make state-of-the-art products that don't just compete with, but are demonstrably superior to those of our main competitor, as well as all the short-line companies."

### From smallest to largest

Today, Komatsu makes more than 100 machines ranging from compact units as small as a one-ton excavator and a 29-horsepower wheel loader, up to the largest dozer in the world, a 3,500-horsepower truck, and an excavator/mining shovel that weighs in at 770 tons. But perhaps the most important and significant aspect of those figures is that Komatsu also makes everything in between those extremes.

Komatsu utility equipment includes compact excavators, wheel loaders and a dozer, as well as backhoe loaders and skid steer loaders. The utility division also offers the unique Komatsu



crawler carrier, which is essentially a track dump truck with a bed that rotates a full 360 degrees.

In construction-size machines, Komatsu makes hydraulic excavators, crawler dozers, wheel loaders, landfill dozers, material handlers, waste handlers, forestry machines, a wheel dozer, motor graders, articulated trucks, rigid-frame mechanical trucks (up to 69-ton capacity) and mobile crushers.

Komatsu mining equipment consists of excavators/shovels, dozers, wheel loaders, a motor grader, mechanical trucks (up to 164-ton capacity) and electric trucks (up to 330-ton capacity).

In certain machine categories, Komatsu probably has more sizes and models than any manufacturer. Take hydraulic excavators, for example. The company has nine utility models with less than 54 horsepower; 18 construction-size units (counting five tight-tail-swing and two wheel models) up to the 651-horsepower PC1250LC-7; and five mining excavators/shovels including the giant 4,020-horsepower PC8000. That's a breadth of offerings that no other manufacturer can match, and it doesn't even include Komatsu's excavator-based material handlers and log loaders.

## Specialty equipment and innovations

Material handlers and forestry machines, as well as the crawler carrier, are examples of specialty equipment that Komatsu has added in recent years. Other such products include waste-handling wheel loaders, landfill dozers and mobile crushers.

"We're always looking for innovations to make equipment better for the customer, whatever the job is," said Grzelak. "We spend up to \$400 million a year on research and development (R & D), all of it on new products designed to make our customers more productive and more cost effective."

An example of Komatsu product innovation is the tight-tail-swing excavator.

"When Komatsu came out with the first tight-tail-swing machine in the mid- to late '90s, the old PC128UU that was painted purple, people



As the excavator/articulated dump truck combination gained widespread acceptance in the last decade or so as a cost-effective method of moving dirt, Komatsu introduced a highly regarded line of articulated haulers.



A leader in tight-tail-swing excavators, Komatsu offers nine compact models and construction-size units, including the PC308USLC-3, the industry's largest tight-tail-swing machine.



Compact equipment, such as skid steer loaders (above left) and specialty equipment, such as logging machines through Komatsu Forest, are now part of the large Komatsu family of machines.

would stop at jobsites and stare at it," said Grzelak. "Today, tight-tail-swing machines are a staple of many contractors' fleets."

Through the years, Komatsu has continued to push the tight-tail-swing envelope. In 2003, the company introduced the PC308USLC-3, which is the largest tight-tail-swing model on the market today. In total, Komatsu produces five construction-size and nine utility-size excavators that use the tight-tail-swing design.

## Adding products

Also in recent years, Komatsu has added mainline products, such as articulated dump trucks.

*Continued . . .*

# Komatsu's full line provides customer options

... continued

"In regard to articulated trucks, we weren't first in the marketplace, but in order to be a true full-line company, we knew we had to get into this important and growing segment," said Grzelak. "We spent a lot of time designing what we believed would be the best articulated truck and in 2001 we introduced it in the form of the HM400."

Today, Komatsu offers three artic models (30 ton, 35 ton and 40 ton).

Komatsu carried the same attitude into its utility line. "Again, we weren't the first, but because our customers were using utility-size machines, we believed we had to be in the business of supplying them," said Grzelak. "As the utility market has grown in the last decade or so, Komatsu has definitely grown with it and is continuing to grow with it."

In 2002, Komatsu opened a utility equipment manufacturing plant in Newberry, S.C., which today produces all the company's backhoes and skid steer loaders.

## More of the same in the future

As for the future, Komatsu intends to continue to be involved at all levels of the equipment industry — and to lead the way in many product categories.

With rigid-frame trucks ranging from 44-ton to 330-ton capacity and wheel loaders with buckets less than a yard to more than 26 yards, Komatsu can offer an equipment combination to meet any construction or mining requirement.



As an example of the company's commitment to compete at the highest level, Grzelak points to the new Komatsu machines with ecot3 engines that are just now hitting the market. They're designed not only to meet the latest EPA requirements, but to also boost productivity. "We fully expect our machines with ecot3 engines to be industry leaders in terms of performance and fuel efficiency."

He also cites a truly groundbreaking development that the company expects to unveil in the not-too-distant future. "Through our subsidiary Modular Mining, we're on the verge of introducing autonomous (driverless) trucks to the mining marketplace. It's an exciting advancement that we think holds the promise of helping many mines significantly lower their costs, and may eventually be applicable at smaller jobsites as well."

Grzelak says pioneering such products is one of the main advantages of being a full-line company like Komatsu.

"The reason we make so many different products and invest so heavily in R & D is that it puts us on the industry's cutting edge. Something that's really important is that when we do make a significant discovery, it's often transferable throughout much of our product line, so all equipment users end up benefitting from it."

"We think customers who use construction and utility-size equipment should take great comfort in the fact that the Komatsu that makes their PC200 excavators is the same Komatsu that makes these huge mining machines, including the largest dozer in the world. Why? Because there's a very high level of expectation from mining customers. The fact that we do business with them and are able to meet their equipment needs as well as their parts and service needs, we hope signals to contractors that we can do the same thing for them."

Don't look for Komatsu to change its philosophy any time soon. "We're absolutely committed to being a one-stop shop, where any and all equipment users can get whatever they need, under one roof. So yes, our intention is to continue to grow and expand our product line wherever necessary, to ensure that our customers will always have options." ■



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## PRODUCT UPDATE

# NEW MACHINES AT UTILITY EXPO

## Unique features of Komatsu machines are showcased at ICUEE

Equipment users wanting to see and demo the latest utility machines got the chance last fall at the International Construction and Utility Equipment Exposition (ICUEE) in Louisville, Ky. Held every two years, ICUEE is the show that features utility machines, many of which are available for demonstration as well as viewing.

The Komatsu display consisted of 13 utility machines, including a WA80-5 compact wheel loader, a D21P-8 compact dozer and a WB140-2N backhoe loader, as well as six different models of compact excavators and three skid steer loaders.

Bob Lessner, Director of Product Marketing for Komatsu Utility, ran down some of the unique aspects of Komatsu utility equipment.

"We offer a power angle blade on both the PC35 and PC50 compact excavators and there's only one other manufacturer that does that. On the backhoe, our excavator-style controls are a well-accepted option that's so popular we're considering making it standard equipment. The WA80-5 features a tilt-forward operator compartment, which nobody else has. It also has a creeper gear to separate ground speed from engine rpm so you can get maximum hydraulic flow along with low travel speed. We're now also offering an air-conditioning option on our skid steer loaders."

### Track loader unveiled

As well as displaying many proven units, Komatsu used the ICUEE show to unveil its brand new CK30 track loader — an 84-horsepower machine that weighs 9,525 pounds.

*Continued . . .*



Komatsu had a large display at the International Construction and Utility Equipment Exposition (ICUEE) in Louisville, Ky., last fall. ICUEE is a biennial event that focuses on utility-size equipment and includes hands-on demonstrations.

At the ICUEE show, Komatsu unveiled its new CK30 track loader. It features a unique undercarriage design with an oscillating sub-frame that makes it much easier to climb curbs and other obstructions.



# New track loader unveiled at ICUEE

*... continued*



This attendee tried out the Komatsu PC35MR-2 compact hydraulic excavator at the ICUEE show.

The SK1020 skid steer loader (right) and WB140 backhoe loader (below) were two machines Komatsu had available for demonstration at the event.



"What separates the CK30 from the competition is the undercarriage," said Skid Steer Loader Product Manager Bob Beesley. "We used a unique design whereby the front idler and first roller are on a sub-frame that oscillates on the front of the track frame. It helps you climb over curbs and obstructions more easily."

"Also, our front idler is a three-way idler," he added. "That means you have the two outer shells of the front idler actually running on the rubber track itself. The result is that you're not putting pressure on the chain and therefore it will wear longer."

The other significant item, according to Beesley, is that the cleats or wear pads on the CK30 are offset (rather than evenly spaced on both sides) to reduce vibration and provide a much smoother ride. "We took a great deal of care to try to make this the smoothest running track loader on the market, which not only makes it more comfortable for the operator, but also considerably improves longevity."

Beesley says the advantages of a track loader compared to a skid steer are that it requires the same working space, does less damage to the ground, and provides greater traction so you can push and load more material. ■



Komatsu Skid Steer Loader Product Manager Bob Beesley shows these ICUEE attendees some of the inner workings of the new track loader.

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# KOMATSU & YOU

## COMPACT EQUIPMENT GROWTH

### Komatsu makes strong gains in booming compact construction equipment market

**QUESTION:** What has happened to the compact construction equipment market in recent years?

**ANSWER:** It's been booming. In 2004, the compact market grew by 20 percent, followed by an additional 10 percent growth in 2005. More than 122,000 machines were sold in the U.S. last year, which made it about a \$4 billion business.

**QUESTION:** How does that compare with the construction equipment market?

**ANSWER:** The construction market has also exploded, but compact machines outsold construction machines more than two to one. In fact, there were more skid steer loaders alone sold last year than the total number of construction machines. Of course, construction-size equipment tends to cost a lot more, so the total dollars are higher on the construction side.

**QUESTION:** Where is the growth occurring in the compact construction equipment market?

**ANSWER:** Growth has been across the board, but one segment that's really taken off is the mini excavator, up more than 40 percent to about 22,000 units a year. Many people are turning to a mini excavator/skid steer loader combination in place of a backhoe loader because, for about the same price, they get two machines and a lot more versatility. Having said that, we know there's always going to be a place for the backhoe loader when you need to dig deeper or need more power, and in fact, backhoe sales have also continued to grow, although at a slower rate.

**QUESTION:** What about Komatsu specifically? How is it doing?

**ANSWER:** We got a late start in the compact equipment business, but we're working hard to catch and surpass our competitors. We now



Ivor Hill  
Vice President and General Manager  
Komatsu America Utility Division

*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.*

Ivor Hill was born and raised in England, but has lived and worked in the U.S. most of his adult life. He came here in 1987 with a mining equipment company and joined Komatsu in 2000. Today, he's Vice President and General Manager of Komatsu America's Utility Division, which is at the other end of the heavy equipment spectrum from mining machines.

"The two industries are very different, but also very similar," Hill noted. "Of course, a mining machine may be 100 times larger than a compact machine, but what they do — dig holes and move material — is basically the same. And while mining equipment can cost well into the millions of dollars versus perhaps as little as \$20,000 for a skid steer loader, the importance of that skid steer loader purchase is just as great, and maybe even greater, to the guy who's making the payments. At Komatsu, we understand the expectations and needs of both customers and act accordingly."

Under Hill's guidance, Komatsu is rapidly on its way to becoming the number-two supplier of compact construction equipment in the United States. "Just like in construction, we offer almost every type of compact machine and every size — and what we don't have, we soon will."

When he's not on the job or spending time with his family, the 50-year-old Hill's passion is soccer. "I play in two outdoor leagues and one indoor league," he explained. "I have a hard time finding enough people my age who play, so I often go against many players who are much younger. But just because I'm older, they don't cut me any slack. I'm sure it's because of my British background. They want to show me that the U.S. plays pretty good soccer too."

*Continued...*

# Quality equipment and support spur growth

*... continued*

compete in 88 percent of the market. In other words, we have almost all the same machines and size classes that the other full-line companies have, and soon, we plan to be closer to 100 percent.

We didn't get into the business to be a bit player. We want to be one of the stars. In four years, we've gone from \$47 million in sales to more than \$200 million. In 2005 we increased our final deliveries by 33-percent versus year-to-date December 2004. Our goal is to be the number-two overall supplier of compact equipment, and number one in mini excavators, by 2007 — and we believe we're well on our way to accomplishing that.

**QUESTION: What do you consider to be Komatsu's strengths in compact construction equipment?**

ANSWER: Number one, it's the equipment itself. We make quality equipment that's reliable for the customer out on the job. Just as with our full-size machines, we believe our hydraulic system is superior, which is why we anticipate being number one in mini excavators in the near future. When you're digging around fiber optic lines and the like, you need complete control. On our skid steer loaders, two-speed control is standard. And on all our machines, we've emphasized comfort.

Komatsu makes six different skid steer loader models, plus a new track loader. Two-speed control is standard on all Komatsu skid steer loaders.

Skid steer and backhoe loaders are made at Komatsu's Newberry Manufacturing Operation in South Carolina.



Mini hydraulic excavators are the fastest-growing segment of the utility equipment industry. Komatsu expects to be number one in this important machine group in the near future.



Beyond the equipment itself, it's the support we provide, which lowers machine owning and operating costs. For example, with Komatsu Financial, we can often provide a creative finance plan if that's helpful. Plus, we have a very strong distributor network to service the machines we sell — and certainly, not everybody who sells utility equipment can make the same claim.

**QUESTION: What new products is Komatsu Utility coming out with that you're excited about?**

ANSWER: The big news in the first quarter is the introduction of our first two Compact Track Loaders (CTL). CTLs are very popular among landscapers because they can do heavier work, work better in limited space, and cause less ground damage than traditional skid steer loaders.

Beyond the CTLs, we recently introduced two new, small mini excavators (PC18MR-2 and PC20MR-2); we have a whole new line of Dash-5 compact wheel loaders; and we'll also soon be introducing the new models of the backhoe loaders.

**QUESTION: What would people be most surprised to learn about the Komatsu Utility Division?**

ANSWER: Many people may know that we have a manufacturing facility in Newberry, South Carolina, where we make all our backhoe and skid steer loaders. What they probably don't realize is that it's also our Utility Division headquarters. The advantage is that all our decision-makers are right there where the machines are being manufactured, so when necessary, we're able to make decisions very quickly.

The other thing that might surprise some people is the large amount of money we invest in research and development. There's a copycat mentality in much of the construction equipment business. At Komatsu, certainly we keep an eye on what's going on elsewhere in the industry, but most of our efforts are internal — looking for ways to incorporate technology to improve our existing products and make them more cost effective. I'm not saying no other equipment manufacturer does that, but I would bet that few, if any, do it to the extent that we do — and I'm very pleased that, on the utility side, we get our fair share of that R & D investment. ■



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**SERVING YOU BETTER**

# **TRAINING IS PRIORITY AT RML**

## **Dual emphasis on training protects and educates operators and service technicians**



**Augie Sacadat,  
Corporate Training  
Manager**

**A**nyone who's recently purchased a new DVD/video player can attest to the difficulty of keeping up with new technology. It can be a challenge just to operate new equipment, let alone figure out how to fix it if something goes wrong. And, if you're not careful, tinkering with it can even be dangerous.

That scenario would be just as accurate for owners and operators of new construction and mining equipment were it not for training. That's why Road Machinery LLC devotes so much of its staff, time and resources to safety and technical training for both service technicians and operators.

"Road Machinery takes safety and training very seriously," confirmed Augie Sacadat, Corporate Training Manager. "I answer directly to Ron Wilson, Vice President of Product Support and Parts, and I have a huge amount

**Technical Trainer Robert Greb teaches a classroom session as part of one of RML's service technician training programs. The coursework also includes hands-on training in the shop and in the field.**



of support that flows all the way through managers and supervisors."

Sacadat, Corporate Safety Manager Jamie Stotts and Technical Trainer Robert Greb head up RML's training efforts. Stotts handles all the OSHA and MSHA training, while Sacadat trains the company's service technicians.

In addition, the company counts on Operator Trainer Todd Theilan, who is based in Phoenix, and Part-Time Training Instructor Gerardo Rodriguez of the Cananea, Mexico branch.

### **Safety training**

"We've been doing in-house training for OSHA and MSHA and recently started offering it to our customers as well," Stotts noted. A 20-year veteran with RML, Stotts has been involved with safety training for 16 years. In addition to OSHA and MSHA training, he also provides instruction on first aid and environmental safety.

"I'm an authorized OSHA 10-hour and 30-hour instructor for general industry and a 30-hour instructor for construction," Stotts said. "All our technicians who go onto mining property must have 24 hours of initial training plus an eight-hour annual refresher course. In addition, we give new employees a 10-hour general industry training course and all our supervisors have a yearly safety refresher course."

According to Stotts, RML also emphasizes environmental safety. "We conduct quarterly inspections at each of our facilities, including Cananea, Mexico. I visit each branch at least one time every other quarter to offer OSHA and MSHA training. We even provide MSHA training in our Mexico branch although the government there doesn't require it."

A testament to the success of RML's safety training is an 85-percent reduction in injuries during the last five years. The company's proactive approach to safety includes an emergency action plan for each facility that identifies designated "first responders" trained in CPR and first aid.

"Employee safety is number one," emphasized Stotts. "Our goal is 100 percent compliance and zero injuries."

### Extensive technical training

Safety issues also cross over into technical training, according to Sacadat. "All our technical classes include hands-on training so we have to make sure that no one gets hurt. We focus on observing all the safety issues a technician would normally deal with in the shop or out in the field."

In addition to including safety in the technical training, Sacadat says he's noticed other shifts in emphasis. "We're seeing increased movement toward testing and diagnostic work done with on-board monitors, sophisticated testing equipment, tooling and laptop computers. All our technicians now have laptops, which give them immediate access to technical information as well as e-mail capability so they can communicate with our shop or Komatsu when they have questions. We've also purchased CSS disk kits for all our service techs. Komatsu produced these DVD sets, which contain all the parts catalogs plus operation, maintenance and shop manuals for every piece of Komatsu equipment, including engines. That was a huge financial commitment, but it's important to be able to give our customers the fastest service possible."

RML's excellent training programs for its service technicians prompted Komatsu to ask the company to provide training for other Komatsu distributors on the new ecot-3 engines. Participants from Komatsu distributors, primarily the western region, will come to RML for special training. RML trainers will also give instruction on the new Dash-8 excavators, which Komatsu will introduce this year.



Augie Sacadat (at computer) leads a group of RML technicians during a training session on C-series Cummins engines.

Along with training service technicians on diagnosing and repairing equipment, Road Machinery is equally committed to a training program for equipment operators.

"We have our own operator trainer who helps with customer demos and then trains operators after the machine is delivered to a customer," reported Sacadat. "The training starts with a classroom session that covers the controls, the layout of the cab and how to use the monitors. Then we have a hands-on session in the cab itself to familiarize operators with the controls and monitors. The final portion of the class is the hands-on operation."

### Training for the future

Road Machinery even has a program that attracts new people to a career as a service technician. RML finds a qualified candidate, then covers school tuition, books, meals, tools and even transportation to the technical school in Tulsa. The total investment per student is around \$25,000. In return, the student commits to a three-year employment term with RML. For those who are unable to travel to Okmulgee, Okla., RML also offers an in-house internship program.

"The bottom line is Road Machinery is making a tremendous effort to satisfy customers," concluded Sacadat. "One way of doing that is to provide the most well-trained service people and to offer a wide range of training programs to ensure that equipment owners, operators and technicians are fully educated on every aspect of the machines. The result is that customers will get the most productive life possible from their equipment." ■



Robert Greb,  
Technical Trainer



Jamie Stotts,  
Corporate Safety  
Manager



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## PRODUCT SUPPORT

# UNDERCARRIAGE REPLACEMENT

## Crawler owners discover the benefits of quality plus price-competitive OEM parts

If you own a crawler dozer, you know much of the operating cost associated with it centers around undercarriage repair and replacement. With that in mind, Komatsu has taken steps to make its original equipment manufacturer (OEM) undercarriage more affordable and more readily available.

"The Komatsu OEM undercarriage is specifically designed to provide maximum life and performance for Komatsu track machines," said Dick Schaefer, Komatsu America Senior Product Manager for Undercarriage. "That's why, when a Komatsu dozer user replaces the original undercarriage, we want him to use our OEM product rather than an 'off brand' from the secondary or 'will-fit' market. It's the only way we can assure him that he's going to continue to get the same type of performance he got from the original."

### Two key issues

Schaefer says there are two key issues for people who buy what he refers to as "will-fit" undercarriage products. "One is that mixing and matching different undercarriage products could create a problem with consistency. The other key question is whether the quality of the 'will-fit' part is as good as the original equipment."

According to Schaefer, many dozer owners in the past have turned to "will-fit" undercarriage products in order to save a little money. "We think most dozer owners would prefer to buy OEM, so we studied our pricing structure and made our product more price competitive. At the same time, we increased our supply of undercarriage parts by expanding one of our manufacturing plants."

### Real value

Schaefer says the actions have caused Komatsu dozer owners to take notice, as evidenced by an almost 200 percent sales increase in the last couple of years. "That tells us our customers recognize that Komatsu OEM undercarriage products represent real value, and while they may still be able to find undercarriage parts that cost less, those 'will-fit' parts may not provide the longevity or productivity of OEM."

Another plus for Komatsu OEM undercarriage, according to Schaefer, is that Komatsu backs it with a three-year, 4,000-hour breakage and leakage warranty that is among the best in the industry. ■

*For more information on Komatsu OEM undercarriage, contact our parts department.*

Komatsu has increased its supply of OEM undercarriages while at the same time, making them more price competitive. Komatsu urges its equipment users to use the OEM product to get maximum undercarriage performance and longevity.



## MORE INDUSTRY NEWS

# INTERSTATE TURNS 50

On June 29, 1956, President Eisenhower signed the Federal-Aid Highway Act of 1956. That means the Interstate Highway System, created by that Act, turns 50 this summer.

The Interstate was voted the number-three construction achievement of the 20th century by attendees at CONEXPO 1999 — but in terms of significance on our economy, and in fact on our entire way of life, there's no question that it dwarfs numbers one and two (the Chunnel Tunnel and the Golden Gate Bridge).

Three states claim to have the first Interstate highway. Missouri was the first to award a project under the new law (Route 66, which would become I-44), and the first to start

construction (Route 40, which would become I-70). Meanwhile, a little farther to the west, Kansas was the first state to begin paving a portion of the Interstate (also I-70) on September 26, 1956.

While both are legitimate claims to number one, the state of Pennsylvania says not so fast. Supporters point out that the Pennsylvania Turnpike contains most features of what would become Interstate highways, and the Turnpike opened from near Pittsburgh to near Harrisburg back in 1940.

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## The next best thing to new.



*If it can be measured,  
we measure it!*

Whether you're looking for a high-quality machine that will become part of your fleet, or for a machine that will get you through the busy season, Komatsu Distributor Certified Used Equipment is your best alternative to buying new.

If it can be measured, we measure it! Specially trained Komatsu Distributor Certified evaluators check, measure and diagnose virtually every aspect of the machine. Once the machine meets Komatsu's high performance standards, your local distributor can tailor the machine for your site-specific needs. And to add to your peace of mind, most Komatsu Distributor Certified Used Equipment is eligible for special financing and warranty.

Purchasing Komatsu Distributor Certified Used Equipment makes sound business sense. You'll receive good value for your money and a reliable and productive machine that will get the job done for years to come — we guarantee it!

**To learn more about Komatsu ReMarketing's Distributor Certified Used Equipment, contact your local Komatsu Distributor or go to our Web site at [www.equipmentcentral.com](http://www.equipmentcentral.com) and click on "used equipment."**



# DISTRIBUTOR CERTIFIED USED EQUIPMENT

## RELIABLE USED EQUIPMENT

### How Komatsu Distributor Certified machines help eliminate the risks of buying used



For more information on Komatsu Distributor Certified used machines, talk to your sales representative or call or visit our nearest branch location.

In 2002, Dan Kramer started an excavation company, Kramer Excavating, in his hometown of Pleasant Hill, Mo. The company, with a work force of about a dozen people, specializes in moving dirt for commercial developments and residential subdivisions in the Kansas City area.

Like all earthmoving contractors, Kramer needs productive and reliable equipment to get his jobs done quickly and cost effectively. For a number of pieces, he has turned to Komatsu Distributor Certified used equipment from his local Komatsu distributor.

Komatsu Distributor Certified used machines are thoroughly inspected and rated based on specific criteria including age,

hours, component wear and appearance. Special finance rates and extended warranties are also available on many Distributor Certified machines.

"We need machines that we can count on, day-in and day-out," said Kramer, who currently owns a Komatsu Distributor Certified PC220LC-6 hydraulic excavator. "The PC220, as well as previous Distributor Certified machines we've owned, including a D65 dozer and a WB140 backhoe loader, meets our productivity and reliability requirements at a price we can afford. Best of all, because it comes from my Komatsu dealer, I know it's going to work like it's supposed to, or they're going to make it right."

#### Peace of mind

In fact, Kramer says he did have an issue with an early Distributor Certified machine he owned. "My Komatsu distributor had a replacement unit at our jobsite the next day. That kind of support and backing is crucial to me."

Whereas some equipment owners buy used machines at auction because they think they're getting the best bargains there, Kramer says "peace of mind" is worth much more to him. "I'm sure it's possible to get a good machine at a good price at auction. But I've seen people really get burned. In the vast majority of cases, I believe there's probably a reason a machine was sent to auction rather than traded in. I avoid auctions because I don't want to be the unsuspecting buyer who learns that reason too late. To me, a Komatsu Distributor Certified machine delivers excellent cost savings and a safety net as well." ■



Dan Kramer prefers Komatsu Distributor Certified used equipment like this PC220 hydraulic excavator to other used equipment because of the support and backup he knows he's going to get from his Komatsu distributor.



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