

Thinking outside the box

Penske Truck Leasing: How voice-directed work helped improve the quality and efficiency of maintenance and inspection.



Snapshot

Company

Penske Truck Leasing

Industry

Transportation

Number of Employees

40,000+

Infios Competency

Supply Chain Software

Solution(s)

Voice-directed Maintenance and Inspection

Penske Truck Leasing is a Penske Transportation Solutions company headquartered in Reading, Pennsylvania. A leading global transportation services provider, Penske Truck Leasing operates more than 400,000 vehicles and serves customers from more than 1,300 locations in North America, South America, Europe, Australia, and Asia. Product lines include full-service truck leasing, contract fleet maintenance, commercial and consumer truck rentals, used truck sales, transportation and warehousing management, supply-chain management solutions, and dry-van truckload carrier services.

Increased efficiency

In 2012 Penske Truck Leasing identified opportunities to leverage technology to enhance efficiency in its preventive maintenance (PM) process.

The company created a 'Maintenance Vision' that would focus on increasing efficiency, speed and accuracy of its PM process. Simultaneously, Penske took into consideration how these process improvements would increase associates' satisfaction.

Complexity

Enhance Penske's already industry-leading Preventive Maintenance process.

Best practice

Implement an innovative and adaptable solution to optimize inspections and further refine the quality of the customer experience.

7%

increase in
Preventative
Maintenance
Quality

2,300

devices initially
deployed

3,680

TalkMan utilized
today

infios

PENSKE

Finding the right solution

Penske was seeking a technology-based solution to replace the manual processes as well as improve inspection efficiency. They wanted a platform that was easy to use, introduced a high degree of process consistency, but was flexible enough to introduce multiple processes depending on the business requirements.

Infios's voice-directed work solution was already operating in Penske Logistics' warehouses. Infios collaborated with its partner, Honeywell to develop a unique solution for Penske's Truck Leasing operation. The system provides voice prompts via a headset to direct maintenance technicians through a preventative maintenance task. PMs are tailored to each vehicle depending on age and any specifications entered in the system.

Because instructions are delivered via a headset, it allows the technicians to operate hands-free. Not only do technicians follow the most optimal path for that PM, the solution will not allow the truck inspection to be completed until every step is finalized.

The PM processes were created for more than 400,000 vehicles across nearly 10,000 technicians and over 3,600 headsets. The implementation was seamless and technicians could download and follow optimal, up-to-date instructions for their PM inspection. Penske utilized the term Dynamic PM™ for this solution; believing this would enable the right preventive maintenance, for the right truck, at the right time.

Accelerating transformation

Infios supported Penske's team during implementation in all North American locations. Penske diligently invested in training for 4,000 technicians over an 18-month period. The organization placed organizational enablement as a priority since it recognized that the better trained its technicians were, the higher quality the inspections would be. This, in turn, would decrease the number of trucks break downs and increase customer uptime.

Following the roll-out, Penske rapidly noticed improvements to technician productivity and the quality of PM inspections. Penske has seen increased technician and customer satisfaction due to the system's speed and efficiency.



“The success of the partnership is the base of this program. Together, with Infios and Honeywell we were able to make our maintenance vision come to life.”

Tony Popple
Sr. Director Maintenance Vision
Penske Truck Leasing

Penske realized a number of benefits since implementing its voice solution:

- Increased quality and accuracy of PM inspections
- Increased technician satisfaction — voice optimizes PM workflows
- Operational visibility — supervisors can oversee inspections in real-time

Next steps

The benefits of digitizing the PM process has led Penske to consider additional use cases for the technology. One example of this was the implementation of the voice enabled Yard Check. Penske partnered with Infios to adopt the Voice system and developed a looping step which allowed Penske to move to a voice/digital process from paper to conduct yard checks. With the help of Infios, Penske has digitized and enhanced its preventive maintenance process, which has helped the company maintain its reputation as a maintenance leader in the industry. With additional use cases planned, they are looking to build on those foundations.

